Technical Editing Request Processing

TCOM-SOP-0004
Version 8, December 2022

Last Reviewed: December 2022

Risk Factor: 2

This document applies to the following locations:

ALX ☒	CHC ☒	DEN ☒	FLD ☐	LMG ☐	McM ☒	NBP ☐	PAL ☒	PTH ☒	PUQ ☒	SP ☒

Prepared by the Antarctic Support Contractor
for the
National Science Foundation Office of Polar Programs

Version History

DATA MANAGEMENT USE ONLY				
Version #	**Date**	**Section (if applicable)**	**Point of Contact/ Editor**	**Change Details**
1	May 2013	All	T. Bjokne	Converted to new template and made changes reflecting new ASC org structure and processes.
2	Sep 2014	Responsibilities; Tools; Folder File naming Convention; Assigning an Editor; Completing a Work Authorization Document (WAD);Completing the Assigned Project; Flowchart section; Review Cycles;	T. Bjokne	Changed R&O manager to Communications manager; replaced references to Denver HQ with ASC Denver; added or regulatory analyst to the list of where document numbers can be requested; added need to enter USAP network credentials once per log in when opening a request form; modified the sending process to match Office 2010; Moved introductory text further down; made the interview of the requestor by the approver optional; made listing reviewers optional; changed WBS to charge code throughout; changed O&M to "Sustaining" throughout;
3	Oct 2015	Responsibilities; Approving and Assigning Requests; Completing the Assigned Project	T. Bjokne	Revised procedure to reflect new technical editor request form; process significantly changed; see change bars
4	Sep 2016	Responsibilities, Tools, WAD, Glossary	T. Bjokne	Updated cover page; replaced LM with Leidos; removed role of PA & Comms manager as this position no longer exists; removed POC responsibilities; Revised Tools section to reflect how new request form is used; updated WAD - Receiving, Reviewing, and Posting to reflect changes in WAD creation; updated link to USAP Glossary
5	Sep 2017	Tools; Approving and Assigning Requests; Completing the Assigned Project	T. Bjokne	Updated cover page and signature page; updated SharePoint site address caused by changeover from SharePoint 2010 to 2016; Updated screen shots as needed d/t software changes.
6	Oct 2018	Changes Throughout	T. Bjokne	Changed technical editing supervisor to Data Management manager; Technical Communication Group to Data Management
7	Oct 2019	Authorities & Mandates, Risk Factor, Responsibilities, Tools, Task Assignment Guidelines, List Reviewers	T. Bjokne	See change bars for specific changes.
7	Nov 2020	N/A	T. Bjokne	No changes
8	December 2022	Significant changes throughout most of document	T. Bjokne	Changes from CVS to SharePoint DocVault and other procedural changes are reflected in this new version.

HARDCOPY NOT CONTROLLED – Controlled copy available via the USAP Master List, which holds the most recent versions of all documents.

Approved by:

Tim Bjokne 12/23/2022

Signature *Print Name* *Date*

Data Management Manager

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1. Purpose

This standard operating procedure (SOP) describes the use and management of the *Technical Editing Request Form* (TCOM-FRM-0001 or TCOM-FRM-0001SP) for technical editing project tracking.

2. Scope

This SOP only addresses processing new document requests made via the technical editor request form and moving documents through the technical editing team development process. Refer to the *Requesting Technical Editing* procedure (TCOM-SOP-0003) for directions on how to submit a technical editing request.

This SOP is not intended to teach SharePoint. SharePoint training is available through Information Technology & Communications (IT&C).

3. Authorities & Mandates

Per the National Science Foundation Office of Polar Programs (NSF/OPP) contract with Leidos, the Antarctic Support Contractor (ASC) shall provide accurate and up-to-date documentation on systems and services in use by USAP personnel.

In addition, the Annual Program Plan (APP) calls for provision of technical editing services for the company. These services are provided by Data Management, which has implemented a SharePoint-based online task management system to facilitate request processing and tracking.

4. Risk Factor

This procedure has been assigned a risk factor of 2. Failure to follow this procedure may result in charging the incorrect charge code for labor costs. In addition, not following this procedure may result in a missing or inaccurate work authorization document (WAD), creating a potential point of failure in the event of an audit by the inspector general or internal auditors.

5. Responsibilities

The following positions are responsible for various aspects in this process. Responsibility may change during the development process or when the requested documents or other deliverables are returned to the requestor.

5.1. Data Management Manager

The Data Management manager, or designee, approves and assigns each *Technical Editing Request Form* (TCOM-FRM-0001) submitted. Approval is based on the information provided, available editors, charge code, scheduling, and other workload factors.

Only the Data Management manager, or designee, can approve or reject a request. He or she is responsible for regular review of requests submitted in order to approve work throughout the Technical Communication Group. The Data Management manager may consider requests for specific editors based on technical background, special skills, or availability.

5.2. SharePoint Site Administrator

The Technical Communication Group's SharePoint site administrator provides ongoing support for the SharePoint site, soliciting and accepting comments from the group to provide continuing improvements. The SharePoint site administrator monitors the site to verify that it is consistently operable for all users. The site administrator is also responsible for individual training within the Technical Communication Group.

Note Administrative access to the SharePoint site is limited to the SharePoint site administrator.

5.3. Technical Editors

The assigned technical editor is responsible for completing the tasking designated and tracking progress throughout the project. Work orders are assigned and tracked on the *Technical Editing Request Form* (TCOM-FRM-0001) and are administered on a SharePoint site designed specifically for that purpose.

5.4. Assigned Editor

The editor assigned is only responsible for the document during development, including collecting necessary approvals from document owners. When completed, each document is delivered to the document control specialist for posting. Once assigned, the editor may help submit additional requests for the project, but each request must be approved by the Data Management manager, or designee, before work begins.

5.5. Document Requestors

The Document Requestor (Requestor) is expected to work with the assigned editor as needed, make detailed and complete requests, following the steps set forth in the SOP *Requesting Technical Editing* (TCOM-SOP-0003), and then provide resources and guidance as needs arise. In the case of a formal project, the request shall also provide a valid charge code for labor costs and a WAD associated with the request.

6. Tools

6.1. SharePoint Site

Note Users must be connected to the USAP network to access the SharePoint site.

The technical editors use the Data Management Work Order Manager[1] in SharePoint for receiving, assigning, and tracking new document requests. Once requests are made and assigned, the technical editors capture notes and comments in the Work Order Manager. This tool is not to be a repository for all changes submitted, but only for recording comments and notes for reporting, task leveling, and oversight purposes.

[1] https://usapinsight.usap.gov/enterpriseservice/km/Lists/WorkOrderMgr

6.2. Concurrent Versions System

Note CVS has been phased out of day-to-day operations, but it still is accessed occasionally to retrieve old versions of documents. It is accessed via the TortoiseCVS software. If needed, submit a work order to the Enterprise Service Desk to have TortoiseCVS installed. Individual training for CVS is provided by IT&C Product Assurance.

CVS provides a collaborative, shared work space that automatically iterates file revisions. Within CVS, all files are kept in directories called modules. The technical editing module is called TechCommGroup, which is further broken down by department.

6.2.1. Accessing CVS Folders

All Data Management editors have read/write access to the TechCommGroup module. Documents are in subfolders within the department folder. Folders and subfolders follow a nomenclature parallel to the document numbers for that department.

6.2.2. Folder Filenaming Convention

Do not use spaces or special characters (&, %, #, etc.) in file or folder names. Use underscores or hyphens instead of spaces. If there is no document number assigned, use a short descriptive name for a folder.

Tip If a document number is needed, request it from the Data Management manager or document control specialist.

These document folders contain all the related files, forms, and graphics for the project.

6.2.3. Common CVS Tasks

Below are step-by-step instructions regarding how to complete two common tasks with CVS. For further information, refer to the *CM System Users Tool Guide* (IT-GDE-0715). This guide is maintained by IT&C and provides detailed information on CVS. The guide also provides information about how to deal with file revision conflicts (this may occur if the file on your computer is older than the server file).

6.2.3.1. Downloading a Module to a Local "Sandbox"

To access the TechCommGroup module in CVS, the module must be checked out from the CVS server. Follow the steps below to check out and download a copy of the TechCommGroup module.

1. Create a folder on your local hard drive title CVS Work Area.
2. Open the folder and right click in the folder, selecting CVS Checkout… as shown in the figure below.

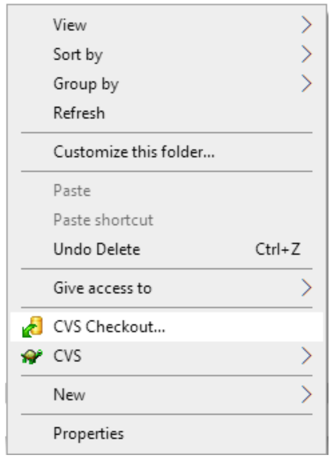

Figure 1: CVS Checkout Menu

3. The dialog box shown below will open, click the drop down arrow on the right of the box.

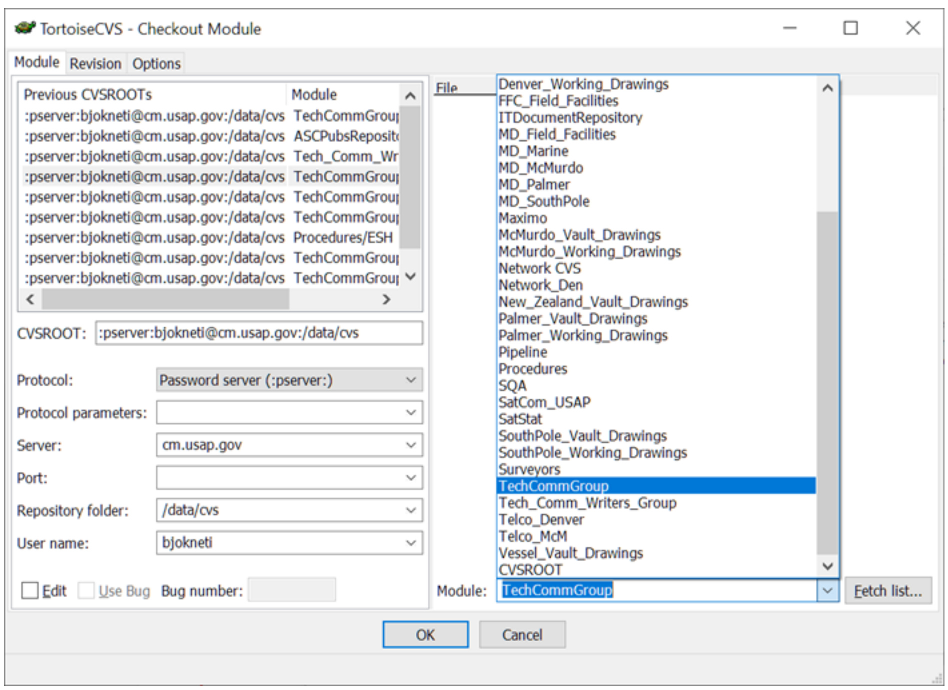

Figure 2: TortoiseCVS Checkout Module window

4. Scroll to the "TechCommGroup" module (or other desired module) and select it.
5. Click "OK." The module will begin to download. This will take quite some time as it is a large module.
6. Once the download is complete, close the open dialog box by clicking OK. The files are now read/write accessible.

6.2.3.2. Accessing a File's Revision History

1. In a CVS module, right-click the file name → CVS → History… from the pop-up menus as shown in Figure 1.

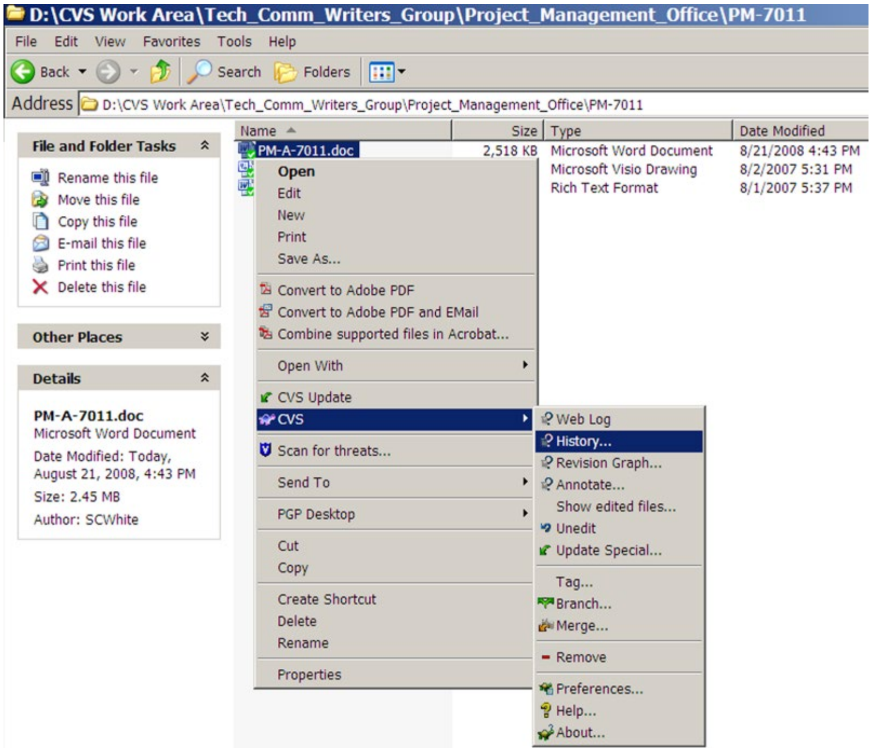

Figure 3: Accessing a file's CVS history

2. Another window will open that displays all the revisions for that file.
3. Right click desired revision, selecting View this revision as shown below.

CAUTION Never select either "Get this revision (sticky)" or "Get clean copy of this revision (sticky)." Doing so will cause versioning problems with the CVS server.

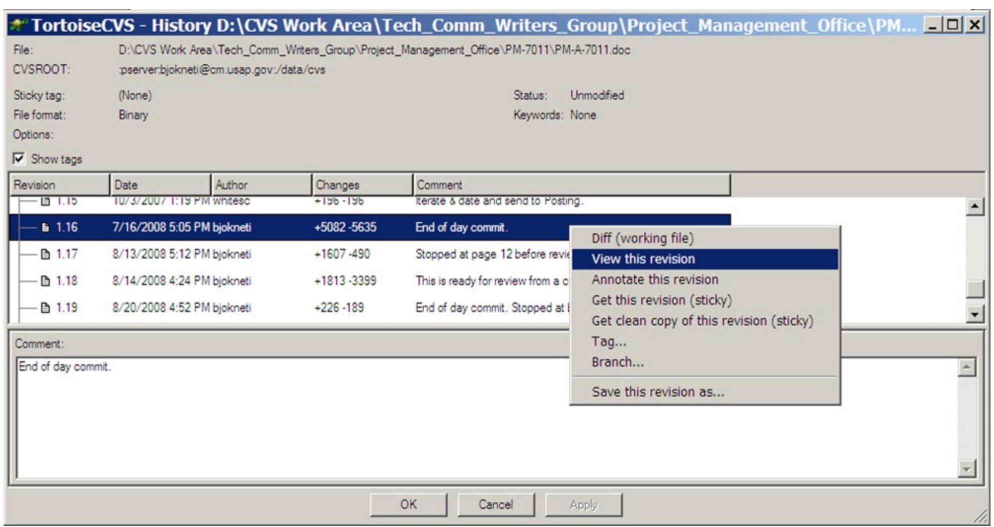

Figure 4: Opening a single revision from a file's history for viewing

4. The file will open. Save the document to a local hard drive, if needed.
5. Once finished working with the file, close it as you normally would.

7. Approving and Assigning Requests

A *Technical Editing Request* form (TCOM-FRM-0001 or TCOM-FRM-0001SP) is the form used to request technical editing support. Once received, the Data Management manager or designee reviews and assigns the request to a technical editor via SharePoint.

The technical editors each have their own SharePoint view listing requests approved and assigned to them. A request must be assigned for the editor to access it from their queue.

7.1. Work Order Assignment Guidelines

When assigning a work order to a technical editor, the approver considers factors of priority, skill requirements, and the existing workload for the editors.

When adjusting the priority level for a request, the approver should consider the following service-level guidelines:

- High
  - Documents dealing with life/safety issues
  - Documents due within 30 days
  - Company documents affecting immediate operations
- Normal
  - Any document due between one and four months
  - Project documents
- Low
  - any document due in four months or more

7.2. Approving a Request

The approver follows these steps to approve requests for individual editors.

Note	Users must be connected to the USAP network to access the SharePoint site.

1. Upon receipt of the email requesting technical editing assistance, click the link in the email or go to: usapinsight.usap.gov/enterpriseservice/km/SitePages/WorkOrderMGR.aspx.
2. Click New item if the request came via the email form or, if the SharePoint form was used to submit the request, open the form via the link in the notification email and skip to step 5.
3. Enter the information provided on the *Technical Editor Request Form* (TCOM-FRM-0001) into the SharePoint form shown below.

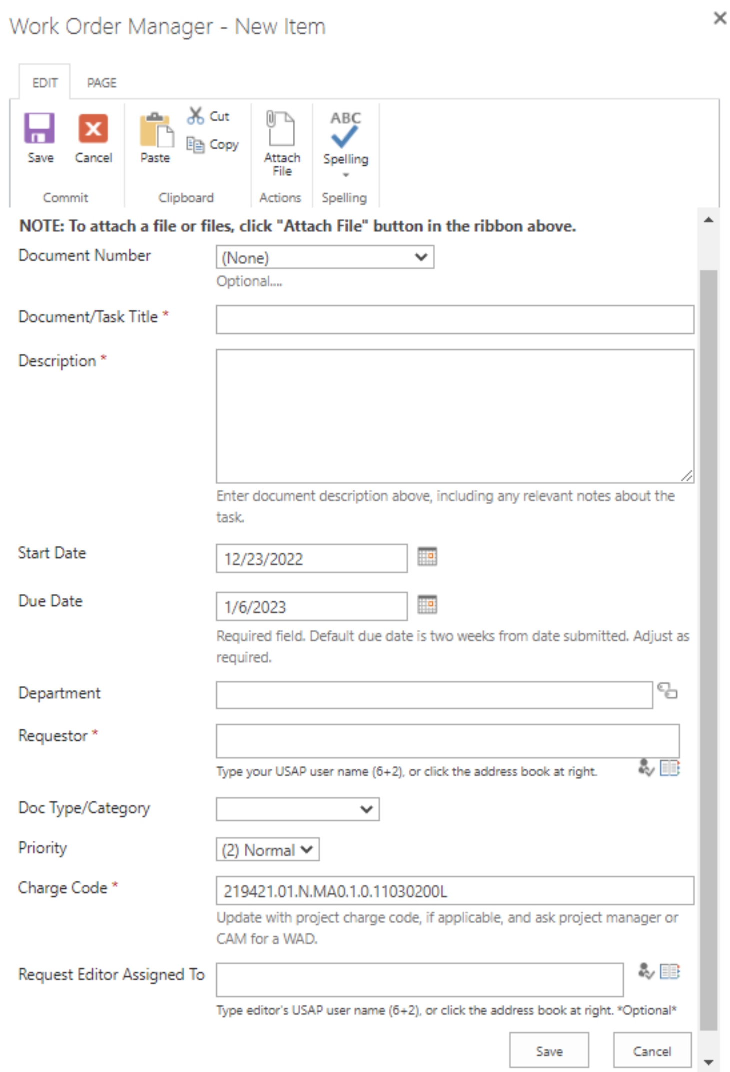

Figure 5: Task Request entry form in SharePoint

4. Attach any draft documents or other supporting files received with the request.
5. Confirm the charge code is correct and that a WAD is not needed.
6. Add any additional instructions in the Approval Status Comments field.
7. Click in the Assigned To field and enter the name of the editor.
8. Click Save when finished.
9. If the default Data Management charge code is being charged, the assignment process is complete, if not, continue with the section below.

7.3. Completing a Work Authorization Document (WAD)

If a project charge code is to be billed for a task, i.e., when a funded project is to be supported, the requestor is required to provide a WAD to the assigned editor. Control account managers (CAMs) should generate their own WAD and provide it to the assigned technical editor.

All WADs must include the contact information of the CAM and the number of hours approved for the charge code to be charged.

Note It is not necessary to complete the WAD process below if using a Data Management charge code.

8. Completing the Assigned Project

The editor should contact the requestor within three working days after receiving an assignment.

8.1. WAD - Receiving, Reviewing, and Posting

Before beginning work on a project not charged to Data Management, a copy of a signed/approved WAD indicating the appropriate charge code must be received by the assigned editor and posted or filed for easy access, if needed.

During the course of the project, the editor must monitor the number of labor hours charged to a project charge code and either complete the work within the allocated time or obtain approval of additional hours from the requestor and/or CAM responsible for labor hours allocation on that charge code.

8.2. Assigning a Document Number

If a document number is needed, ask the document control specialist or Data Management manager for a number. Typically this is only needed when beginning work on a new document.

8.3. Reviewing a Document

Each department may have a unique review process for documents, which should be followed, where appropriate, and if they don't contradict editing best practices.

8.4. Reviewing Assigned Requests

When a new project is assigned, the editor will receive an email notification of the new project. Within three business days, he or she should complete these steps to review the assigned request:

1. For new projects, click on the link in the notification email or go to: usapinsight.usap.gov/enterpriseservice/km/Lists/WorkOrderMgr/MyItems.aspx Assigned requests are automatically grouped by status and priority level as follows:
   - Not Started or blank status - Those projects where the editor has yet to set the status level.
   - In Progress - When assigned and work has begun
   - Requestor Review - When a document is returned to the requestor for review. These are documents waiting on a response from the request originator, typically after sending it back for review or approval.
   - Ready for Posting
   - Completed - When finished and accepted by the requestor (not necessarily approved and posted)

- — On Hold - A projects is temporarily deferred by the requestor
- — Cancelled - When a task has been in Requestor Review or On Hold for more than 60 days, the assigned editor may cancel the task by setting the status to "Task Cancelled" and notifying the requestor of this change. If the requestor decides later that they need the project completed, they must submit a new request form.

2. Meet with and/or discuss with the requestor all specifics to complete the effort, schedule milestones, set priorities, and explain the process. From that discussion, add any identified subject-matter experts (SMEs) or points of contact (POCs) to the work order.
3. Open the Work Order Manager (as above).
4. Scan the page for the work order.

Note New tasks should be at the top of each editor's list as they have not yet had a status set.

5. Click on the Title to open the work order.
6. Set the Status and **update it regularly**, as needed.
   The status field is used to sort requests. It also helps provide oversight for the group and identifies workloads when assigning new work.
7. When finished, click Save.

Update/add comments *at least* for each major event or milestone. Note each distribution or review.

Note It is important that each editor keep all request forms up-to-date for tracking and oversight purposes. These forms are also used to determine work load. The Data Management manager may also use it to send reminders to requestors with delinquent documents.

8.5. Closing out the Completed Task Request

Formally close out the task by doing the following:

1. Make delivery of the document(s).
2. Archive files if necessary.
3. Commit the final version of the document(s) to the Document Vault[2] (DocVault). Include any working files needed; this should include all graphics or imported files included in the document or other deliverable.
4. Set request status in SharePoint to Completed as follows:
5. Go to the Work Order Manager: usapinsight.usap.gov/enterpriseservice/km/Lists/WorkOrderMgr/MyItems.aspx.
6. Open the request and add a final Status Comment.
7. Set the status to Completed.
8. Click Save.

[2] usapinsight.usap.gov/entdocs/DocumentArchive/Forms/AllItems.aspx

9. Document Development Process Flowchart

There are six steps in the document development process:

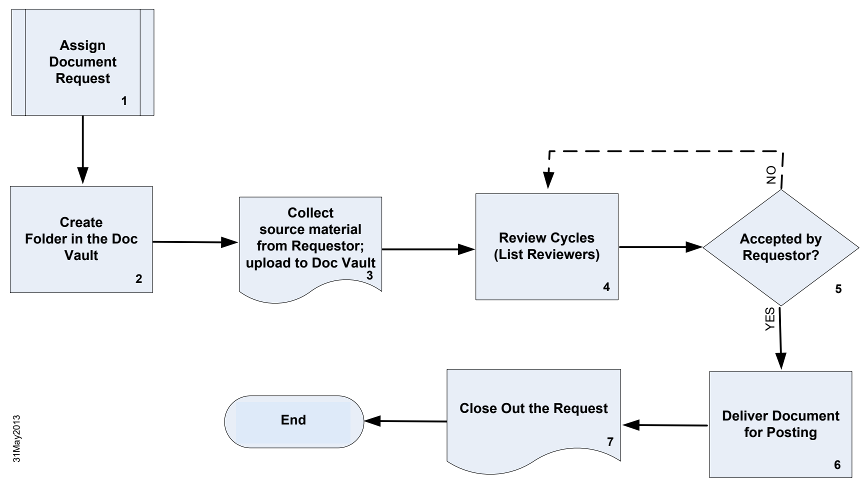

Figure 6: Document Development Process flowchart

9.1. Assign Document Request

Requests are assigned in the SharePoint Work Order Manager by the Data Mgmt. manager, as described above.

Receiving a document request, the editor may need to interview the requestor to define deliverables. All documents need a title, and most documents need a document number. That title or the document number is used when building folders and files in the DocVault.

9.2. Create Folder in the Document Vault

New documents need a new folder within the DocVault. Existing documents, usually annual review documents, should already have folders.

Provided with a title and document number, use that to define the folder. To avoid duplicate copies, always store documents in the DocVault.

9.3. Collect Source Material

Requestors are responsible for providing content. They must provide source material for all requests. This may take the form of a document that the assigned editor places into a new template or correct format and develops as needed.

9.4. Review Cycles

Distribute each document for review once a draft is ready. This is typically done via the Review Library[3]. You may send this to the requestor or the requestor may provide a list of

[3] https://usapinsight.usap.gov/entdocs/ReviewLibrary/Forms/DocOwnerView.aspx

names for the review. Typically, a new document goes through more reviews than documents in the required annual review.

Note Reviews are not necessarily limited to the requestor's department. Complete reviews with all applicable parties.

9.4.1. List Reviewers

If there are a lot of reviewers, it may help to list them in the comments of the request form. Document reviewers can be any interested party: requestors, stakeholders, SMEs, but only internal to ASC unless authorized by the NSF/OPP and the document owner.

CAUTION Do not share documents outside ASC without owner or NSF approval.

9.5. Accepted by Requestor

A document is complete when accepted by the requestor. A document is not complete until it has been signed by the document owner.

9.6. Deliver Document for Posting

Make completed documents available to the document control specialist or the Data Management manager for posting. Delivery should be made via the DocVault. If necessary, delivery can be made via email, but this is the exception.

10. References

10.1. Internal Documents

CM System Users Tool Guide (IT-GDE-0715)

Requesting Technical Editing (TCOM-SOP-0003)

Technical Editor Request Form (TCOM-FRM-0001 or TCM-FRM-0001SP)

10.2. External Documents

TortoiseCVS
www.tortoisecvs.org/support.shtml

11. Records

This procedure generates the following records.

Table 1: Record Details

Record ID (& Owner)	Format & Location	Protection & Retrieval	Retention & Disposition
Technical Editor Request Form (TCOM-FRM-	Electronic, SharePoint site TCOM-FRM-0001: usapinsight.usap.gov/sites/t	Limited access. Available on request from SharePoint administrator	Archive maintained for length of contract.

0001/TCOM-FRM-0001SP) Data Management	echcomm/Editing%20Requests TCOM-FRM-0001SP: usapinsight.usap.gov/enterpriseservice/km/Lists/WorkOrderMgr or I:\Collaboration\TechCommGroup\SharePoint_Archive drive (completed or cancelled tasks are moved to this drive as needed to make space available on SharePoint.)		

12. Glossary

Refer also to the list of approved terms posted to the Master List:

masterlist.denver.usap.gov/MasterList/ASC-22-500.pdf

APP	Annual Program Plan
ASC	Antarctic Support Contract
CAM	Control Account Manager
CM	Configuration Management
CVS	Concurrent Versions System
IT&C	Information Technology & Communications
NSF	National Science Foundation
OPP	Office of Polar Programs
POC	Point Of Contact
SME	Subject Matter Expert
SOP	Standard Operating Procedure
USAP	United States Antarctic Program
WAD	Work Authorization Document