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1 Introduction

1.1 Purpose

This document describes the customer and service content deliverables for the LC-MS Toolkit Application v1.13.0.

1.2 Definitions

HTML – Hypertext markup language

PDF – Portable document format

2 Content development plan

2.1 Customer Experience and Knowledge Management content deliverables

The following content deliverables will be released with the product:

Content deliverable and part number	Format and access point	Required by project phase
waters_connect LC-MS Toolkit online information system, 715006673 Version 12	Web Help (HTML) access via link in the application.	Development freeze (fall-back of merge to master in release phase)

<p>Release note content (new features, defects, and known issues) are included in the waters_connect base kit release notes.</p> <p>Installation instructions are included in the Base Kit Installation guide.</p> <p>Note: We are not creating separate Release Notes and Installation Guides for each Base Kit value stream. For further information see the CXKM Base Kit content plan. Because of this, release-note-specific content is not present in this plan.</p>	N/A	N/A
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The content will be developed based on the URDs, PRDs, Site Specifications, and existing customer and service content.

2.2 Local language considerations

This section outlines the customer and service content localization requirements for this product as listed in the user requirements document (URD).

Content deliverable	Languages	Required by date
waters_connect LC-MS Toolkit online information system, 715006673LL Version 12	JA, ZH (as html webhelp in the application) KO (html format for SAP only, not product code; also in PDF format for upload to waters.com) JA/ZH/KO to be separate file entries under the LL DIR	Code freeze (fall-back option of merge to master)

2.3 Content development dates

Refer to the high-level milestones below or see the Customer Experience and Knowledge Management (CXKM) Project Manager or the assigned Content Developer for more specific dates.

Note: Unforeseen circumstances or changes to the scope or schedule may delay the availability of the final content.

Project phase	Expectations	Date
Developer overview	Appropriate development and project resources will provide an overview of new software/ system features and changes to the content developers. Access to software builds, virtual machines, and other resources necessary for content development.	November 2023
Software functionally complete	The software will be functionally complete, and available for installation and use by the content developers.	December 2023
Code freeze	Final online Help incorporated into the code.	December 2023
Release	No further expectations under this plan.	January 2024

3 Project Resource Summary

This section details the resources who create the content, content technical reviewers, content required reviewers and content approvers.

3.1 Customer Experience and Knowledge Management resources

- Content Developer – Syed Sameer
- Editor – Kellie Morin-Araujo, Ron Welter
- Localization Project Manager – Adrian Turbatu

- Project Manager – Christina Wiech
- Production Manager - Maria Kaltcheva

Note: Additional CXKM resources will be allocated as needed.

3.2 Content technical reviewers

The following list names the primary personnel assigned to review the content for technical accuracy. Reviewers and subject matter experts will be added or removed to review content in specific technical areas, if needed.

- Peter Christensen – Product Management or Owner
- Neil Andrew – Project Management
- David Mort – Software Development
- Matthew Lockheart – Evaluation
- Steve Chadwick – Global Service

3.3 Content required reviewers

The following list names the required personnel assigned to authorize the content for release of this project. Reviewers and subject matter experts will be added or removed for specific technical areas.

All reviewers must sign to certify the accuracy of the content and authorize the content for release.

- Peter Christensen – Product Management or Owner
- Neil Andrew – Project Management
- Steve Chadwick – Global Service

3.4 Content approvers

All content will be approved by the appropriate CXKM Project Manager.

DOCUMENT HISTORY

Version:	00	Originator:	Siu Yin Truong	Change ID:	N/A
Summary of Change: Initial version of content plan for v1.1 of the MS Toolkit Application.					
Version:	01	Originator:	Siu Yin Truong	Change ID:	N/A
Summary of Change: Section 3.3. Removed the editor from the list of required reviewers. The Editor is no longer required due to an update to the CXKM process.					
Version:	02	Originator:	Siu Yin Truong	Change ID:	N/A
<p>Summary of Change: Updated the content plan for LC-MS Toolkit v1.2 (intended for Viking 1 phase 2 release).</p> <p>Updated the application name from “MS Toolkit” to LC-MS Toolkit” throughout.</p> <p>Section 2.1. Edited table: Updated the document numbers and for the “required by phase column” changed “code freeze” to “Development freeze”.</p> <p>Section 2.3. updated the due by dates in the table.</p>					
Version:	03	Originator:	Siu Yin Truong	Change ID:	N/A

<div><div>Summary of Change: Updated the content plan for LC-MS Toolkit v1.3.</div><div>Section 2.1. Edited table: Updated the document number for the release notes for this release.</div><div>Section 2.3. updated the due by dates in the table.</div></div>					
Version:	04	Originator:	Siu Yin Truong	Change ID:	N/A
<div><div>Summary of Change: Updated the content plan for LC-MS Toolkit v1.4.</div><div>Section 2.1. Edited table: Updated the document number for the release notes for this release.</div><div>Section 2.3. updated the due by dates in the table.</div><div>Removed Eric Rapchuck from the Content technical reviewers list.</div></div>					
Version:	05	Originator:	Siu Yin Truong	Change ID:	N/A
<div><div>Summary of Change: Updated the content plan for LC-MS Toolkit v1.4.1.</div><div>Section 2.1. Edited table: Updated the document number for the release notes and Help for this release.</div><div>Section 2.3. updated the due by dates in the table.</div></div>					
Version:	06	Originator:	Siu Yin Truong	Change ID:	N/A

<p>Summary of Change: Updated the content plan for LC-MS Toolkit v1.5.0.</p> <p>Section 2.1. Edited table: Updated the document number for the release notes and Help for this release.</p> <p>Section 2.3. updated the due by dates in the table.</p>					
Version:	07	Originator:	Siu Yin Truong	Change ID:	N/A
<p>Summary of Change: Updated to new content plan template (730000784 v8).</p> <p>Updated the content plan for LC-MS Toolkit v1.6.0:</p> <p>Section 2.1. Edited table: Updated the document number for the release notes for this release and version number of the online Help.</p> <p>Section 2.3. Updated the due by dates in the table.</p> <p>Section 3.2. Replaced David Eatough with Scott Croisdale.</p> <p>Section 3.3. Removed David Eatough, Susan Ryan, David Baldwin.</p>					
Version:	08	Originator:	Siu Yin Truong	Change ID:	N/A

<div><div>Summary of Change:</div><div>Updated the content plan for LC-MS Toolkit v1.7.0:</div><div>Section 2.1. Edited table: Updated the version number of the online Help and information for the Release Notes and Installation Guide.</div><div>Section 2.3. Updated the due by dates in the table.</div><div>Section 3.2. Added Eric Rapchuck.</div><div>Section 3.3. Removed Eric Rapchuck.</div></div>					
Version:	09	Originator:	Jeanne Monahan	Change ID:	N/A
<div><div>Summary of Change:</div><div>Updated the content plan for LC-MS Toolkit v1.8.0:</div><div>Section 2.1. Edited table: Updated the version number of the online Help and content plan.</div><div>Section 3.1 Updated CXKM resource from Siu Yin Troung to Jeanne Monahan</div><div>Sections 3.2 and 3.3 Changed product owner from Kendon Graham to Peter Christensen</div></div>					
Version:	10	Originator:	Jeanne Monahan	Change ID:	N/A

<div><div>Summary of Change:</div><div>Updated the content plan for LC-MS Toolkit v1.9.0:</div><div>Section 2.1. Edited table: Updated the version number of the online Help and content plan.</div><div>Section 2.3. Updated the due by dates in the table.</div><div>Appendix A removed.</div></div>					
Version:	11	Originator:	Jeanne Monahan	Change ID:	N/A
<div><div>Summary of Change:</div><div>Updated the content plan for LC-MS Toolkit v1.10.0:</div><div>Section 2.1. Edited table: Updated the version number of the online Help and content plan. Added Note to Format and Access point column of the Help deliverable.</div><div>Section 2.3. Updated the due by dates in the table.</div><div>Section 3.3. Changed Quality Assurance representative from Adriana Neculaita to Ivonne Pripis and added David Mort as a software developer. Changed the Localization specialist to Adrian Turbatu.</div></div>					
Version:	12	Originator:	Jeanne Monahan	Change ID:	N/A

<div>Updated the content plan for LC-MS Toolkit v1.11.0:</div> <div>Section 2.1. Edited table: Updated the version number of the online Help and content plan.</div> <div>Section 2.2. Changed localization requirements from English only to Japanese.</div> <div>Sections 3.2 and 3.3. Removed Paul Clarke as a technical and required reviewer and added Neil Andrew.</div>					
Version:	13	Originator:	Dave Jackson and Jeanne Monahan	Change ID:	N/A
<div>Updated the content plan for LC-MS Toolkit v1.12.0:</div> <div>Section 2.1. Edited table: Updated the version number of the online Help and content plan.</div> <div>Section 2.2. Changed localization requirements from Japanese only to Japanese, Chinese, Korean (Korean requiring a PDF version for upload).</div> <div>Section 2.3. Updated the due by dates in the table.</div> <div>Section 3.1. Changed content developer from Jeanne Monahan to Dave Jackson.</div> <div>Sections 3.2. Removed Susan Ryan as a technical reviewer and added Matthew Lockheart. Also removed Christina Wiech from review list as requested. Removed Ivonne Pripis as technical reviewer because DQA only review release notes and there is no release note document covered under this plan (release notes material falls under the base kit documents). We would include a DQA representative if and when release notes fell under this plan again.</div> <div>Section 3.3. Removed Christina Wiech from review list as requested.</div>					

Version:	14	Originator:	Syed Sameer	Change ID:	N/A
<p>Updated the content plan for LC-MS Toolkit v1.13.0:</p> <p>Section 1.1. Updated the version number of the LC-MS Toolkit Application.</p> <p>Section 2.1. Edited table: Updated the version number of the online Help.</p> <p>Section 2.2. Edited table: Updated the version number of the online Help.</p> <p>Section 2.3. Updated the due by dates in the table.</p> <p>Section 3.1. Changed content developer from Dave Jackson to Syed Sameer and updated production manager to Maria Kaltcheva.</p> <p>Sections 3.2. Updated Global Service Support to Global Service.</p> <p>Section 3.3. Updated Global Service Support to Global Service.</p>					