



Conversion to DITA



CUSTOMER PROFILE

Software engineering group of a Fortune 50 high tech company.

THE CHALLENGE

Transform SGML document creation and management into a new standard for Content Development and Management

THE APPROACH

Analyze and Map current information processes and identify areas for improvement and transformation.

THE SOLUTION

Conversion from SGML to a DITA-based content management strategy, implemented as a Cloud-based solution.

THE RESULTS

Lower development and maintenance costs due to:

- A Service that provides a direct communication link between all personnel tasked with delivering the end products.
- Single sourcing of structured, managed content
- Agile collaboration across the enterprise

A Fortune 50 high tech company used SDI Global Services to implement Document Conversion to DITA Standard

BACKGROUND

The client has global network software laboratory teams focused on supporting the Network and Software industry verticals. The engineering team was tasked with transitioning from unstructured document creation to a system that would provide control throughout the information lifecycle. SDI Global Services was asked to support this effort, which would provide a sustainable foundation for:

- Content Management Standardization
- Workflow integration
- Enterprise-wide collaboration in a business environment characterized by continued, rapid growth.
- Reduced cost and time-to-market

Working with the client's software laboratory teams, we analyzed and mapped the previous information process to enable an elegant but practical solution.

SOLUTION

SDI Global Services team assisted in the development and implementation of the DITA standard used to implement a strategy that allowed the conversion, development and maintenance of their product documentation to a universal format that could be managed as component sets. Using the Oasis open standards format, DITA, to model the information architecture, resulted in reduced time to develop and maintain the information sets.

The structured DITA format now allows a single instance of the information to be used across multiple project implementations thus reducing redundancy and increasing conformity across all uses.

RESULTS & BENEFITS

By implementing a content conversion program, our client enhanced the management of their product information throughout the development lifecycle from capture to indexing, retrieval and long-term preservation. These techniques assisted the client's other divisions and partners, such as Personal Computer Systems, Tivoli, Microelectronics, and other partners such as DCL, Corepoint, and Novell.

The content management solution...

- Provides an enterprise-wide single point of access
- Enables engineers and other technical staff members to access information quicker
- Provides improved information collaboration to ensure accountability and to meet compliance measures
- Promotes disaster recovery and long-term viability of information assets

Overall, the solutions recommended and implemented by SDI Global Services on this project resulted in lower costs of development and maintenance for the client, with no impact on quality and enhanced the Agile development of their products.

As a reflection of our work on this project, SDI Global Services has been a strategic partner for over 20 years and has been recognized for high performance, collaborative approach and innovative methods.

