

Taking the Pain out of Your DITA Project – How Componize can help

Many organizations wait the last minute – sometimes at the brink of disaster– to select a good DITA content management system. But what if the DITA CMS could facilitate your DITA adoption, scaling up with your project from content modeling to full production, freeing up your time so that you can focus on YOUR content and customers?

This white paper shows how Componize can help you during the main phases of your DITA adoption project:

- 1) information modeling,
- 2) going in production,
- 3) maturing your project.

The white paper contains an overview of how Componize can support change management, customers' quotes and stories.

Selecting DITA and Componize DITA CMS

When organizations want to publish the same content to multiple outputs, usually web formats (HTML, CHM...), print (PDF), and e-book (EPUB), XML seems the only single-source technology solution, with the added value of absolute separation of content and format.

XML adds other benefits, mainly reuse for enhanced consistency and reduced volumes. XML enables the authors to write topics and assemble these topics into larger outputs. Modularity means that several authors and reviewers can work on separate topics at the same time. Moreover, XML is a fantastic interchange format, removing unnecessary reformatting, manual copying, and exporting content across proprietary systems and formats.

The DITA XML architecture quickly reveals itself as one of the best XML architectures, with extra features:

- specialize without breaking the processing;
- typing information per topic objective (task, learning lesson, glossary);
- several levels of reuse: by the document, the topic, the block, the term;
- using variables for conditional publishing.

Moreover, DITA offers a structure to help writers follow a consistent information structure. The task information model, for example, offers a strict structure for a consistent experience for end-users.

Of course, there are challenges when migrating content to DITA: handling a multiplied number of files, choosing the right information models from the hundreds possibilities in the standard, ripping off quickly the benefits to get engagement from management, testing and maintaining links, handling metadata to label documents, enable collaboration for proper parallel editing.

Componize DITA CMS is here to help you. Not only to start your project, but also to support your team efforts in implementing a single repository, set up your management and publishing system, simplify metadata and link management. So that you can focus on content development and releases.

Supporting companies for the OASIS committee in charge of DITA include:

- The Boeing Company
 - IBM
 - Citrix
 - Nokia Corporation
 - US Department of Defense
- and more!

1- Getting started

SAP has chosen Componize because our reliance on open standards allows them to build a **complete business application** on top of our solution.

Customers' industries include:
Semiconductors,
Software &
Hardware, Medical
devices, Finance,
Education and
training, Aviation...

Metadata is stored in RDF for a robust and open solution.

Moving to DITA means analyzing your content, recognizing and calculating potential reuse, training your team, and enabling collaboration for your core team.

The information architect and the information developers can directly use Componize to facilitate testing your DITA model.

Componize can help the core team answer most of the questions that arise during the adoption process, including when modeling the information and defining the business processes (naming conventions...)

Test new DITA topics and maps. Is the content compliant to DITA XML architecture?

On bulk import or when uploading your first contents, Componize:

- checks the DITA compliancy and presents content with issues;
- extracts, synchronizes, filters, and presents metadata;
- checks and maintains all links. On each update, the content is automatically versioning and validated.

A filter enables the authors to view content with errors and quickly troubleshoot the content, either with a web-based editor, or using a desktop editor. The activity dashboard and summary emails also provide shortcuts to content with issues.

As long as your content is valid, you can publish it directly with Componize to multiple output formats: PDF, XHTML, EPUB, WebHelp, RTF, CHM...

Componize provides a basic PDF2Word pipeline, which chunks content into valid DITA topics, based on the heading levels. This also can get the authors started with familiar content.

Are the naming conventions and business rules valid?

The business rules can be quickly defined, but must be tested. Should the content be segregated by product line? By content type? How to rename the topics so that authors quickly find content to reuse or assemble?

As the project grows and the information model is refined, the links are automatically updated by Componize, meaning the information architects can change the organization of their content without the hassle of checking every link. Renaming the files is easy and supported by the tool, meaning the team can test new business rules with no rewriting or checking overhead. You can even drag and drop an entire folder in the document library tree structure.

Are metadata enough to find and filter the information?

Content modeling and enlarged number of files to manage also means that the content must be labeled. Metadata can control the document lifecycle, respect a set taxonomy, protect copyright, help with the SEO (some metadata being converted in HTML keywords), and can be used on the production side for findability. This implies the information architect should, along with the content organization, check what kind of categories may be included in the topics.

Componize filters the content by metadata, enables searching by metadata, and provide features to apply a set of metadata automatically to a collection of

content, thus avoiding manual repetitive actions from the authors. Componize also displays the categories and offers an easy way to change the value or all categories with a single action or add a new category very easily.

It takes Componize customers between **6 months and 2 years** to migrate all their content.

Are the topic templates adequate and usable by the authors?

Setting templates is of the essence to help your authors write accordingly to your set information structure. Componize enables you to hold as many templates as you need, made immediately available to the authoring teams. The template can hold the information structure, the metadata structure, comments for the authors, and automated integration of metadata values, for example, the topic identifier, the author name, the data of creation, and more.

What's the best editor for us?

The DITA champions may want a full-featured XML editor. Casual authors may require a MS Word plugin. With Componize you can choose, or even use several editors concurrently. As all content is stored as native XML, you can also decide to change tool and keep running Componize.

Componize has native XML support, and supports DITA out of the box.

What is the best structure for the main documents? Is conditional publishing appropriate for me?

Using XML and single source means you need a quick and efficient publishing engine, which can quickly and easily produce the various formats specified by your content strategy.

Componize for Alfresco provides preset publication pipelines, which you can quickly reuse to view your published content and is fully extensible. Once set up, the publishing pipelines can be reused by the authoring team.

If you already have stylesheets or conditions, you can test them against your documentation; just indicate which catalog or ditaval file the pipelines must use.

How to exchange files for QA and editing?

The first DITA topics or map written by a beginner must be checked by the information architect or editor. Componize enables you to start a task workflow in a single click, and provides a direct access to the author content. The author can quickly upload their content (for example a ZIP) which the editors review and comment. The automated versioning and check-in/check-out mechanism ensures no change is overridden by error. The author can see the original and updated content, see the comment and compare the original and edited version for a better understanding of the information structure.

Componize default pipelines generate all DITA OT default outputs.

Where to upload the DITA trainings and presentation, and start discussing the project with my team?

The single repository means the team can get a good feeling of reusing chunks of information and topics, answer tasks directly, and enjoy automated versioning. The team enjoys a single space where the adoption leaders can upload and share training, supporting documentation, topic samples, syntax examples, and start a discussion forum or a Wiki with the team.

A single site helps building a sense of collaboration by bringing in all project's stakeholders.

In short, Componize enables the information architect and the authoring team to focus on technical writing, content modeling and not on searching files or maintaining content.

With Componize, your team moves to DITA more easily, and faster.

2- Stepping-up: in production

Once you have confirmed your DITA information model, templates and business rules, you can adopt DITA at a larger scale. For a full documentation supply chain, you can select the on-site or hosted flavor of Componize. The second step of adopting DITA is usually concentrated on migrating more content (thus enhancing reuse opportunities), and adapting your solution.

To help you get started with your migration, Componize comes with a DITA2Word pipeline (based on the DITA4Publishers plugin). When dropping a strictly structured MS Word file in the Componize repository, the pipeline creates topics for each title level.

Legacy content and document-by-document migration

Not every team has the opportunity to start a new structured content project from scratch: you may need to migrate a large amount of unstructured legacy content.

As more and more companies make the move to XML and DITA, they elaborate migration best practices, such as planning a careful analysis of legacy content and manual clean-up after the automatic transformations: but the most important aspect is to give the authors time to recognize the new standard and get used to it.

With Componize for Alfresco, you can store your legacy content alongside the new structured content, and apply your migration scripts from within the CMS. Specific migration workflows can be developed for a smooth migration process, with the legacy documents managed by Alfresco and the new XML documents managed by Componize, all within the same system.

DITA specializations and plugins

Componize handles new plugins and earlier DITA Open Toolkits (see our product datasheets for more information). Componize will also adapt and handle your evolving DITA model, new specializations and plugins.

Your stylesheets are also directly reusable in Componize. Specialized content is also accepted with a simple declaration for validation and processing.

Automating actions with content rules on specific content

There are easy customization possibilities with Alfresco content rules. For example, you can decide to apply a metadata set to all DITA concepts and tasks that are added in a specific folder. You may also want to automate email notifications to the translation manager when the source language is released.

The possibilities are endless, and are well worth setting up a few automated actions to simplify the manager, the information architect, and the technical writer jobs.

Componize offers full integration with several flavors of editors, from MS plugin to and web applets.

See the list of compatible editors on the version datasheets.

NXP reports using over 100,000 content modules with satisfying performance results.

The project includes over 25000 users and 300 concurrent authors at peak times.

Metadata definition

Semantic and classification information is very useful to control the content and make it more searchable, but you must first define how much metadata you need and how it will be used internally, by the publishing processes, and by your end-users.

Componize for Alfresco is built for structured content and metadata. It can manipulate XML content, injecting it into or extracting it from the documents. This provides many options for customization, such as searching more efficiently in the repository, processing the content according to specific conditions, or automatically pointing the reader to related information.

Because Componize is not tied to a specific XML technology, administrators can also extend XML support to any standard or proprietary schema.

Customizing Workflows

The out-of-the-box workflows cover assigning either one task or a review and validate task to a single person, several people, or a group. You can also start an unassigned task, which is owned to the person who first answers it. You can define that a percentage of completion completes the task.

However, you may need additional steps or design specific workflows to match your needs, for example poll voting. Activiti, the workflow engine embedded in Alfresco is compliant with the Business Process Modeling and Notation (BPMN 2.0). This means you can design your workflows with a separate graphic tool, export them and re-import them on the server, thus making it available to the authoring team.

- Administrate Customizing Translation Processes
- casual and full-time authors

By default, the rights and permissions are inherited from the top site to the subfolders. You may suspend the inheritance and provide specific rights for an individual or a group of people on specific folder (the minimum granularity is the file).

For example the design team may have editing rights on the image library, where the authoring team only has viewing rights. These permissions are based on roles. Each role is an aggregation of smaller rights, which can be edited, or removed to match specific requirements.

Add content

You may use an FTP interface to upload batch of new content to your repository. Other possibilities include uploading Zipped files, including a tree folder and content, which is automatically extracted. In this case, the folder structure is respected. On the background, the DITA compliance is checked, the metadata are synchronized, and the links checked. For a smaller number of files, drag and drop works well with most leading browsers.

Add more users

As the project grows and DITA adoption spreads in the organization, you'll need to add new users. Componize runs on any platform and a multitude of devices, including smartphones. For users who don't need to see XML code can simply preview and accept content presented as PDF or HTML and participate in the workflows.

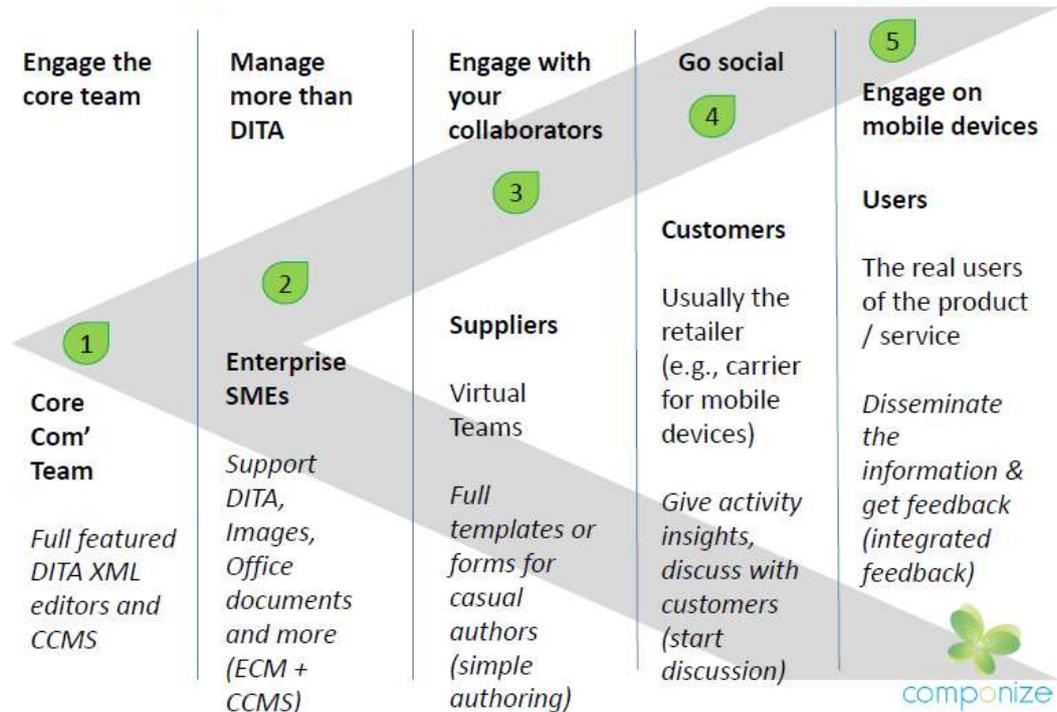
With Componize XProc implementation, NXP saves time and simplifies management by injecting ERP values and database specifications in their publications.

Alfresco upgraded to Componize 1.6 to benefit from the new interface; they want to make it easier for the marketing team to collaborate with the technical communication team.

Componize instance is always reachable by geographically dispersed team members. With the SaaS option, they don't even need to install anything locally.

Componize follows the DITA implementation throughout your company and helps the information team engage with more users.

Development of a Content Strategy



3- Securing the benefits

When you have been using DITA for a longer time, other questions arise, mainly about streamlining your processes, maintaining the tools, and making the most of the evolving architectures and output formats.

Curating the document library

Of course, you can check where content is used, but also filter out no longer used (orphan) files. As the projects evolve, you can create new sites and archive old ones.

As DITA adoption spreads throughout the organization, you can adapt the content organization and categorization, add new users and groups. You can also cut users' rights to specific content set, and create temporary or long term sites. Simple 'create copy' and 'compare directory' features allow stricter control on your repository.

Content federation

Content federation is the ability to inject in the documentation information that is stored in another system. For example, you may need to inject part numbers, technical specifications, or code samples in your content. This ensures up-to-date

information is inserted in the publications and that you can simplify information control.

Publishing can be automated with server publishing or whenever the content is ready.

Answering Audit & Managing Content Lifecycle – Archiving

The documentation team needs to control fully the content lifecycle from development to archiving. You can take snapshots of the maps released with all referenced topics, images, and reused content used in that map.

Everything referenced is captured at the set version. You may pile up a number of snapshots and, if need be, for an audit for example, republish the document as it was released, even if the content was modified or removed meanwhile.

To answer audit requirements, you may also have to recall the review or validation workflows on specific content. All workflows in the system are recorded and can be pulled upon request.

Streamlining the Publishing and Delivery Solution

Componize is packaged with Apache FOP and supports both Antenna House and XEP RenderX processors. You can switch processors in a click.

Componize supports additional technologies and products such as MathML editors, Schematron rules, and Acrolinks products.

Componize offers an open architecture and APIs to integrate with your publishing or delivery systems: learning management system (LMS), web servers, internal site, ERP and so on.

Updating & Maintenance

The maintenance agreement means you will benefit from all Componize upgrades. This means you can preserve your sites, content, pipelines, organization dictionary, groups, and workflows when upgrading to a new version of the product. You may choose to keep your current DITA Open Toolkit version, or upgrade this at the same time. Componize maintains compatibility with previous versions of the DITA Open Toolkit.

As Componize relies on open standard, your stylesheets and content can be used with other tools. Componize support and maintenance is well reviewed by customers and partners alike.

Because the architecture evolves, Componize handles new versions of the standards and DITA Open Toolkit as they become available.

Full-scale Publishing

The publishing engine is up to 15-35% faster than the traditional options (for example, the Ant processing with the DITA OT) and you can set up hands-off publication, with automated document generation. Multilingual and variants are also supported for simultaneous publishing.

We provide publications to most standard output formats, and a way to reuse existing stylesheets. Moreover, the publishing process is fully customizable with the

Componize's unique philosophy of ensuring the product developers are also integrated into the product support teams means that Componize is constantly innovating and improving its offerings with the input, feedback and ideas of its customers.

In 2012, SAP Education published **80 million pages in 9 languages**. This number includes QA publications and all variants for the deliverables.

tool-box provided. Componize trainings will enable your IT team to build your own pipelines and customizations where needed.

Componize online trial is **free for 15-days and 6 testers** – request an account to make user-level tests.

If you like the results but need to do more tests, we also have on-site options.

Future proof systems

Migrating to a new system takes time and money; and months or years down the line, you can expect requirements to change and tools to be evaluated again.

With native XML content and standard processes, Componize is not a choice that locks you in. Of course, we hope that you stay with us, but if you decide to change, you will be able to export all your content and reuse your stylesheets.

We also have another reason to rely on open, proven standards: interoperability means we will be able to follow technology as it improves, making our solution sustainable over time.

Componize open architecture, open standards, support, and maintenance agreement allow you to streamline your publishing processes, combine storage sources, and use additional technologies, such as Schematron. Componize enables further integration with tools, editors, publishing processors, dissemination platforms such as learning management systems.

Support for Change

	Trial & proof of concept	Production	Full-scale
Your organization	First test; Information modeling; First migration project	Confirming business rules; Migrating more content to DITA	Streamlining your publishing projects, Managing information updates
	Getting started on your DITA project with Componize	Stepping-up: your project in production	Ripping off the benefits with Componize
	Trial – SaaS option Hosted trial	Dedicated hosted instance In-house instance	Dedicated hosted instance In-house instance Maintenance & support Customization made in-house or with a partner

Management and IT considerations

Using a new tool or architecture without new processes and understanding may fail. To help teams change habits, training people on structured writing should be one of the first steps forward.

Componize provides kick-off demos for users and customization trainings for administrators. Our support team receives very positive reviews from our customers.

A CCMS has also many consequences on the IT infrastructure: security, hardware, network decisions and so on. Administration and maintenance also must be anticipated.

Not only Componize is built around the actual business needs of information architects and technical writers, it also relies on robust, proved, familiar standards that fit system administrator's requirements.

Componize offers full trainings for users, administrators, partners and IT plus companion manuals.

Using the right engine - IT infrastructure

Componize offers recommendations for your IT infrastructure. A good system matches your implementation requirements, for example the number of users, challenges for team dispersed geographically...

A good configuration and infrastructure will provide the best performances and your users' satisfaction. Componize trained partners are able to help you model your scalable infrastructure so that you can get the most from the system.

Cost breakdown

To update your Content Strategy, from specifying the changes to modifying the tools to achieve your own content strategy goals, you'll need to:

- Gather requirements, evaluate software solution, and audit your content
- Migrate your content and train the teams, compensated by quality improvement, faster updates and publishing
- Evaluate infrastructure costs: CCMS and authoring tools
- Customization costs & styling costs (print and web content)

Componize for Alfresco is priced per user: you can mix named licenses and floating licenses depending on the content production roles and their geographical location.

Componize runs on Alfresco Community (free, open source) or Enterprise (license to be purchased separately or through our partners).

Customizing your solution requires to either mandate our trained integration partners, or have your administrator(s) attend the 3-day Customization training.

Componize offers full trainings for users, Alfresco administrators, partners and IT.

Customers' quotes & stories

Don't take our word for it, check out how Componize helped its customers successfully implement DITA: <http://www.componize.com/examples/>

“From addressing our implementation challenges to assisting us with our DITA strategy, working with Componize has been a true partnership. We couldn't have made a better choice!

— **Briana Wherry, Information Manager at Alfresco**

“Recently we finished our project that we did together with the professional and knowledgeable Componize team led by Frank Shipley. The first Module that went live fulfills our need for:

- reusing and managing an enormous load of components (more than 100k) for different channels and renditions,
- providing direct view of in and outbound links to components
- ability to manage translations in relation to the source
- complete integration with Alfresco as we had already chosen Alfresco as our CMS

— **Tim Nelissen, Program Manager Global Brand & Experience at NXP semiconductors**

A 100% of Componize Trial testers report satisfaction for support and overall Componize experience.

Ranging from technical authors, DITA/XML consultants, and IT developers, all can test the main features, upload their own content, and test APIs.

“We have been greatly impressed with both the Componize product offering and the Componize team. [...]They are constantly bringing new features into their product set which really increases the value that we can provide to our end customers.”

— **George Florentine, VP of Engineering at Flatirons Solutions.**

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