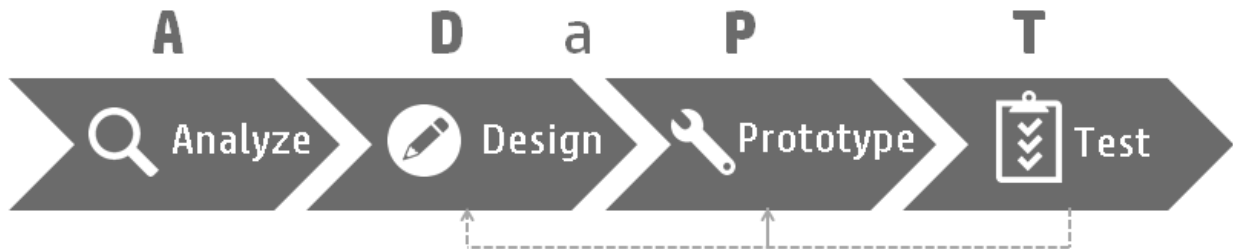


Taming the tiger - Implementing DITA for Technical Support



ADaPT

- **Current State:** Identify content that needs to be modeled. Define the various content types. Determine the unique characteristics and needs. Understand the relationship.
- **Future State:** Identify the vision. Define the capabilities necessary to meet this vision. Gather requirements around the capabilities.
- **Stakeholders:** Be clear about who your stakeholders are. Informed does not mean stakeholder. Attention to team members that are “stuck” in current state.

ADaPT

- **Design Inputs:** User experience. Data model (Metadata). Structured information.
- **User Experience:** Create experience use cases. Gather requirements for the various channels. Reveal process requirements.
- **Data Model (Metadata):** Categorize into user experience contexts. Identify fields and values available and necessary. Define characteristics of each field. Delineate if is required or optional.
- **Structured Information:** Provide contextual access and experience. Enable dynamic assembly. Create an adaptive and responsive design approach. Allow flexibility in business processes and management.

ADaPT

- **Training:** Train key resources early, often and extensively. Schedule workshops.
- **Progressive prototyping:** Offline. Then online. Use content, tools and processes that will be in production.
- **DITA ≠ CCM DITA:** CCM training and retraining. Learn the differences in prototyping.
- **DITA guides:** Build a style and writing guide with examples to complement your content model.

ADaPT

- **DITA + CCM ≠ Delivery:** Prepare to invest significant time and effort in publication.
- **Publication Pilot:** Delivery the prototype through publication. Identify gaps. Define and optimize performance. Drive modifications to the content model as needed.
- **Validate Vision:** Ensure that future state is visible.