Adobe Technical Communication Suite 5 is an integrated toolkit that streamlines your technical communication workflow. Author XML/DITA content intuitively with Adobe FrameMaker 12. Enrich it with demos, quizzes, and videos using Adobe Captivate 7 and Adobe Presenter 9. Collaborate seamlessly via multi-platform PDF-based reviews and integration with CMSs and cloud storage. Deliver virtually anywhere using the best-in-class mobile and desktop publishing capabilities of Adobe RoboHelp 11.

Shift to structured authoring simplified by Adobe for Acme Limited

Using easy to use Tech Comm tools for end-to-end technical documentation

This use case scenario features a fictitious company, Acme Limited, to explore how Adobe's Technical Communication solution meets the challenges faced by technical communicators.

To keep up with the changing needs of the fast-developing world, Acme Limited decides to shift to structured authoring and adopt the DITA standard. Joe Pereira, a technical writer at Acme is assigned the task of authoring a troubleshooting document. He opts for the powerful Adobe technical documentation tools to do all in structured authoring.

Shifting to XML/DITA authoring

To move the content to the DITA standard, Joe had a choice of 2 Adobe tools:

• Adobe FrameMaker XML Author

• Adobe FrameMaker

Joe used the conversion utility in Adobe FrameMaker.

Styling and testing the content

He continued authoring in the FrameMaker DITA environment, using the canned DITA structure and templates (shipped with FrameMaker). At each step, he was able to validate his structure against the list of elements to confirm that his document was in line with the DITA structure. He also had the flexibility to change styling and formatting.

Assembling and complying with industry standards

Joe created DITA topics, concepts, tasks, and references and assembled them into a DITA map for publishing. His content was stored in XML format in compliance with the industry standards for XML and DITA.

Co-engineering to test-run the features

To store his document, Joe had a choice:

• Documentum

• SharePoint

• Adobe CQ

• Bluestream XML Content Solutions

• Vasont CMS/SaaS/DITA

• FileNet

Joe opted for Documentum. To complete and finalize the troubleshooting document, Joe had to collaborate with other authors. So Joe leveraged the check-in/check-out, versioning, and workflow capabilities available between FrameMaker and Documentum.

Making the right connections for enhanced operation

Thereafter, Joe connected to Documentum using the connectors provided in FrameMaker to store the DITA map that he had created. This enabled him to:

- Preserve the structured content because the CMS understands the DITA map structure
- Manage individual topics and the entire DITA map directly from the FrameMaker client
- Search the content repository right from the Documentum interface in FrameMaker
- Reuse the topics created in the DITA map in another structured document

Ready to go in the fast lane

In accordance with the processes at Acme Limited, Joe had to make the help document accessible anywhere, anytime and on any device.

He compared the options that he had:

- Multidevice publishing via responsive HTML5, EPUB 3, KF8, MOBI, WebHelp, CHM, and other popular formats using RoboHelp
- Conditional publishing of documents based on DITA element attributes using FrameMaker
- Publishing by segregating the content into protected and public sections using RoboHelp Server
- Automated publishing using Adobe FrameMaker Publishing Server.

After weighing the options, Joe settled on Adobe FrameMaker Publishing Server for automated batch publishing. He then hosted the content online on Adobe RoboHelp Server through the RoboHelp client.

Thus, using well-integrated technical documentation tools of Adobe, Joe was able to jump start content creation, collaboration, and delivery to fulfill the demands of an ever-changing business environment.

For more information
www.adobe.com/go/
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