

HiCo Group Austria | Germany | Switzerland September 28th, 2010



Agenda

- **► Introduction** (Person, Company)
- *⊌* Customer needs
- *⊌*Transformation
- *⊌* Co-existence
- *⊌* Conclusion



- ← Responsible for IT and processes (IETD, ...)



- HiCo-ICS was founded in 1997 in Eisenstadt / Austria
- **►** European **provider of IT services & products for integrated & companywide solutions for Information Logistics**
- European presence by integration in partner and technology networks (e.g. PTC)



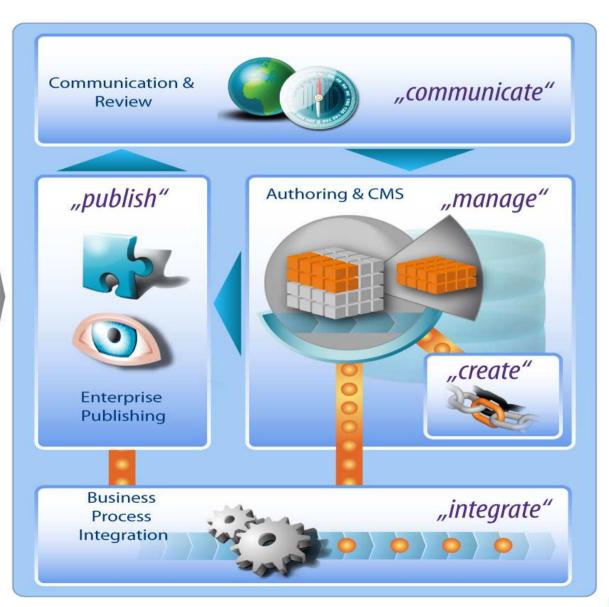
- Member of the AAIG (Austrian Aeronautics Industries Group)
- ✓ since 2008 Mr. Schadelbauer (CEO) is the Industry representative for Austria in the S1000D® Steering Committee



Standards für technische Publikationen









aviation ship building industry & naval supplier industry / logistic service providers











A company of ThyssenKrupp Technologies



























Customer Needs

Customer Needs – Initial Position



- **U**Component Maintenance Manuals
 - Step-by-step procedures for tasks
 - **●** Illustrated Parts Catalogue/Lists
 - Schedules, Descriptions
- Limited personal resources
 - Knowledge regarding standards
 - Training costs
- Components mostly used in civil projects
- More and more in military projects too

Customer Needs – Initial Position



- Requirements of customer
 - Follow different standards (S1000D/ATA iSpec 2200)
 - Follow National Style Guides (NSG) (military)
 - **▶** Follow Guidance Documents (GD)
 - Enhanced Tayloring

Customer Needs - Balance 1



Subcontract service provider for documentation

▶ PRO: no additional trainings costs

▶ PRO: no investment

CON: overdependence

✔ PRO: less dependency

◆ CON: trainings costs

Only with an efficient solution customer will invest into an authoring system − Return of Invest?

Customer Needs - Balance 2



- ✓ New requirements:
 - Documentation "just-in-time"
 - Different versions of component
 - Changing requirements during contract
- Writing of documentation
 - Part of engineering process
 - Connection to process management systems
- Interest to invest increases





Tranformation

Transformation



⊌ 3 Scenarios

Transformation - iSpec -> S1000D



- *⊌*Investigations
- Basically mapping is possible
- ← Changes, Updates: more difficult

- Meeting all the requirements from GD:
 - Constantly changing mapping
 - Enhancing with additional information
- Customer are unhappy!

Transformation - S1000D -> ATA iSpec



- *⊌*Investigations
- mapping is possible (loose of information)
- ← Changes, Updates: more difficult

- Meeting all the requirements from GD:
 - Constantly changing mapping
 - Losing with additional information
- Customer are unhappy!

Transformation - "company" ->



- "everything" is possible
- ⊌But:
 - Costs for creating the company standards
 - Costs for maintaining this
- Meeting all the requirements from GD:
 - Constantly maintaining "company standard"
 - Constantly changing mapping
- Customer are unhappy!

Transformation



- - Bound to one customer

 - ←Try way 3, if you can afford it
- **⊌**Our decision: Go for Co-existence







- - **←** Cost of system
 - Cost of training
- We can not spend money to train 2 standards fully.

Our task

1 system - 2 standards - 1 way of thinking



Basic concepts

- ⊌DMC based on S1000D
- Writing manuals (not a pile of modules)

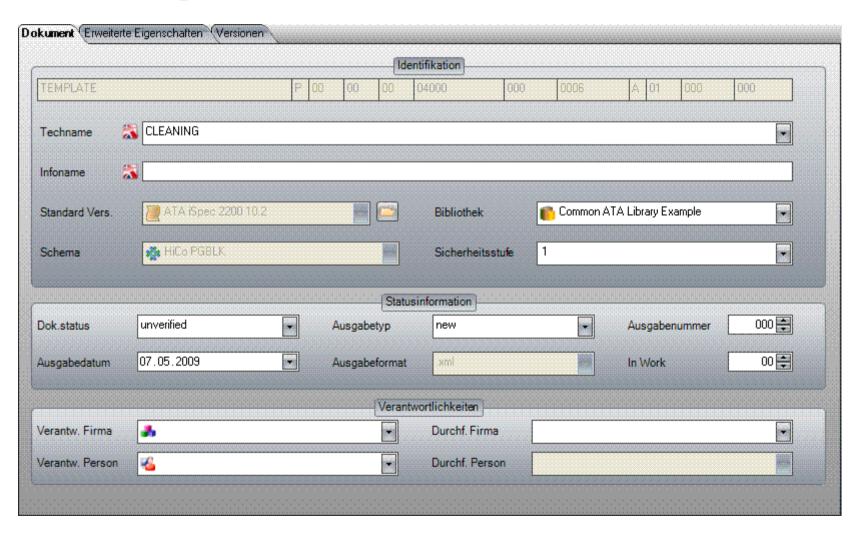


Basic concepts

- Authoring process (project, manual, module)
- **►** Internal presentation differs from delivery
 - Only XML supported
 - **►** Import/Export processes



Creating a data module





Creating Manual





Linking

S1000D



ATA iSpec 2200







Conclusion

Conclusion



Conclusion

- *⊌*Transformation
 - **►** Easier for authoring people (1 standard)
 - Higher dependency on experts
 - Good for constant environment
- **⊌** Co-existence
 - Higher demand for authoring people
 - **►** Lower dependency on experts
 - **■** Good for non-constant environment





Thank you for your attention!

Спасибо за внимание!