



Adobe® Technical Communication Suite 3 is a complete single-source authoring toolkit with multichannel, multidevice publishing capabilities. Develop standards-compliant content with Adobe FrameMaker® 10 software, publish in various formats with Adobe RoboHelp® 9 software and Adobe Captivate® 5 workflows, collaborate with reviewable PDF files, incorporate images using Adobe Photoshop® CSS, and add demos and simulations using Adobe Captivate 5.

Adobe® Technical Communication Suite

Meeting the documentation needs of the fast-developing world of technology

This use case scenario features a fictitious company, Acme Limited, to explore how Adobe Technical Communication Suite meets the challenges faced by technical communicators. To keep up to date and meet changing needs, Acme Limited decides to shift to structured authoring and adopt the DITA standard. Joe Pereira, a technical writer at Acme, is subsequently tasked with authoring a troubleshooting document according to that standard. He chooses Adobe® Technical Communication Suite to get all the tools he needs for structured authoring, including support for industry standards.

Remodeling

To start, Joe used the conversion utility in Adobe FrameMaker® to convert his existing unstructured content into DITA structured content.

Styling and testing

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

Joe then stored his document in a Documentum content management system (CMS). To complete and finalize the content, he collaborated with other authors, leveraging the check-in/checkout, versioning, and workflow capabilities available between FrameMaker and Documentum. (As an alternative, Joe could have used the SharePoint CMS to do the same.)

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 structure 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 directly 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

Joe was now ready to implement multichannel publishing.

He generated online help by using Adobe FrameMaker Server (he could have used Adobe RoboHelp® for single, one-task-at-a-time publishing) and automated batch publishing. He then hosted the content online on Adobe RoboHelp Server through the RoboHelp client.

Other options available to him were:

- Mobile publishing in the industry-standard EPUB format using the RoboHelp client
- Conditional publishing of documents based on DITA element attributes
- Dynamic publishing through RoboHelp Server by specifying user role-based content and dynamically filtering this content from RoboHelp Server

Now able to retrieve the published documents and transport them to wherever necessary, Joe chose to host them on another web server.

Using Adobe Technical Communication Suite enabled Joe 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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