



## Provide knowledge transfer

The final piece of the project is perhaps the most important one. We wrote documentation for all of the system components—formatting template, EDD, structured application, XSL, and so on. We are in the process of training our client's technical experts on the entire system so that they can take over maintenance. This summer, we will train the authors on how to create information in the new system. The course materials include a customized workbook with exercise files based on the client's structure. After the initial training provided by Scriptorium, the client can use the workbook to introduce new employees to the publishing system.

## Summary

When we began this project, authors were focused on creating information that matched the military standard on paper. The underlying formatting was considered unimportant. By moving to a template that actually supports the needed formatting and then to a structured authoring environment that enforces the presence of required elements (such as captions on figures), our client is improving the quality of their documents and reducing the effort required to create correct formatting. Our client is now ready to create XML as needed, can exchange information with other organizations, and is ready to move into content management. After knowledge transfer is complete, the client will have the ability to support the system in-house.

## Template improvements

	<b>Before</b>	<b>After</b>
<b>Table of contents</b>	Typed in.	Generated automatically.
<b>Pagination</b>	Controlled by setting each file manually. Any pagination change required resetting each file.	Set once in the book file. Then maintained automatically.
<b>Headers and footers</b>	Typed in on each page.	Set on the master pages.
<b>Cover page</b>	Typed in and hand-formatted.	Most items controlled by a master page. Authors type in only book-specific items, such as the book number and title.
<b>Numbered headings and paragraphs</b>	Typed in. Any change in numbering required manual updates to all subsequent paragraphs.	Maintained automatically with autonumbering. Rearranging paragraphs automatically updates the associated numbering.
<b>Formatting overrides</b>	More common than not because the template didn't support formatting requirements.	Minimal or nonexistent. The template supports formatting requirements.
<b>Large graphics</b>	Split into individual files. Pagination and landscape master page set manually.	No file splitting; pagination problems eliminated. Landscape master page set automatically.

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