



**Australian Government**  
**Department of Defence**  
Defence Materiel Organisation

# **Common Services System Support Office (CSSSO) Aviation Publications (AP)**

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## **A Case Study**

**A presentation on the challenges and advantages of developing and implementing a  
Distributed Authoring Network, Data Management System, within a  
Controlled Publications Environment.**

**Mr Harry P. Stockdale JP**  
Assistant Director Aviation Publications  
Common Services System Support Office

**Mr Andrew Dobbin**  
Publications Production Manager  
Common Services System Support Office



# Preamble

- CSSSO Aviation Publications acts as an interface between publication authors and the production environment
- 12000 publication titles under management
- 25000 copies in distribution (hard copy & CD)
- Statutory Record requirements
- Archive Act requirements
- Aviation Technical Regulatory requirements



## BEFORE

- No central repository for master copies of Technical or Operational publications
- Storage of master documents was the responsibility of the author, it was often lax and was compounded by high staff turnover
- The system was fragmented, with individual authors doing their own thing while AP tried to centrally administer the system
- Because of a lack of management, masters copies of Technical and Operational publications were compromised
- Loss in terms of \$\$ and productivity for rework and delays



## THE CHALLENGE

- To provide a centralised, electronic management system that worked for all Technical and Operational Publications, regardless of authoring platform. (Word, Framemaker, Interleaf, PDF etc.)
- Create a system that maintained integrity, uniformity and security while still meeting archive and airworthiness requirements
- To effectively manage this valuable resource
- To provide a framework for the future that was achievable and cost effective



## THE CHALLENGE - Continued

- Regulatory Authority required 'amendable and secure' data to stay within the Commonwealth
- Centralised data, if viewable by all, could compromise copyright restrictions
- Not all publications needed to be converted to electronic format, some would never be converted
- Placement of publications on the Defence Intranet was restricted by network bandwidth



## WHAT OUR CUSTOMERS WANTED

- To be masters of their own destiny as far as authoring of technical/operational content was concerned
- Remove some of the more complex and 'Nit picky Publishing' aspects of authoring. (ie. automate layout/formatting etc.)
- Provide a 'Set and Forget' system of management – once developed, give it to AP and let AP look after it
- Efficient/effective integrated workflow processes, tailored to individual requirements
- Version control (amendment tracking for statutory record)
- Policy implementation - one system, consistency of output



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**And the solution was ?**



**A Data (Content) Management System**



# Market Evaluation & Consultation

- Existing Parlance DMS
- Open Publish
- Develop accurate cost benefit analysis
- Received top – level support for the Project
- Received user support for the Project



**This was important!!**



## AFTER

- Authors now have control over their publications and the added functionality of workflow and task tracking
- Data is safeguarded against loss and corruption
- A strategy of gradual conversion to electronic publications on an as required basis
- Negate Copyright / Intellectual Property Rights issues by restricting viewing to specific groups
- Platform neutral, paper based, integrated electronic technical publications/manuals (IETP/M) or Common Source Database (CSDB)
- Evolving with industry, Mil Stds, S1000D, SCORM, DITA, SGML/XML, Office 95, 2003, 2007, Adobe Acrobat 5, 6, 7, 8



## Project Metrics

- Concept – 1998
- Market Evaluation – early 1999
- Project Scope – late 1999
- Project Integration – most of 2000 & 2001
- System Commissioned – 2002
- Project Cost - \$1.8M AUD



## LESSONS LEARNT

- There's always one more problem, draw a line in the sand, then as Jean Luc Picard would say **'Make It So'**
  - Team dynamics provide synergy, never undervalue the effect of **TEAM**
- Optimism will **always** triumph over pessimism.
  - directly proportional to the supply of time, money and **creative thinking**
- The devil **IS** in the detail
  - Check the little things, assume nothing!



## LESSONS LEARNT - Cont

- If it ain't broke, don't fix it
  - Be prepared to compromise, fight the big battles
- The job is not done until the paperwork finished
  - Often the documentation phase will give rise to things that have been overlooked (refer to the previous point)
- Prevention is better than cure
  - Invest time in your end users, get them “on board” early



### Aviation Publications - Productivity Improvement 2002 - 2006

| Year | Staff * Levels | Available Section Man-hours | Tasks Processed | Average Tasks Per Person | Average Time (Hrs) To Process |
|------|----------------|-----------------------------|-----------------|--------------------------|-------------------------------|
| 2002 | 34             | 54060                       | 2677            | 78.74                    | 20.19                         |
| 2003 | 27             | 42930                       | 3524            | 130.52                   | 12.18                         |
| 2004 | 18             | 28620                       | 4191            | 232.83                   | 6.83                          |
| 2005 | 18             | 28620                       | 3751            | 208.39                   | 7.63                          |
| 2006 | 17             | 27030                       | 4049            | 238.18                   | 6.68                          |

|                           |             |          |
|---------------------------|-------------|----------|
| Reduction in Staff Levels | 2002 - 2006 | 50.00 %  |
| Increase in Tasking       | 2002 - 2006 | 51.25 %  |
| Increase in Productivity  | 2002 - 2006 | 202.50 % |



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# QUESTIONS ??