



Cool Tools for Technical Writers





Who Is Jeff Haas?

- Lead Technical Writer at ADP
- Associate Fellow at STC
- Past President of STC Atlanta
- haas@pobox.com



Agenda

- Introduction
- 1st Generation Tools
- 2nd Generation Tools
- 3rd Generation Tools
- Q&A

No demos



What Is a Cool Tool?



A cool tool is an authoring tool that enables technical writers to create superior user assistance that improves the user experience.



What Is an Authoring Tool?

- Does not require programming
- Contains programming features
- Built on an authoring language
- Allows you to import content from other formats
- Allows you to generate content in multiple formats



A Cool Tool from the 20th Century

The screenshot shows the Adobe RoboHelp 8 interface. At the top left is the 'RH' logo and 'ADOBE® ROBOHELP® 8'. At the top right is the Adobe logo. The main area is divided into three columns: 'Recent Projects', 'Create New', and 'Resources'. 'Recent Projects' lists several help files like 'common_help_main' and 'Test3'. 'Create New' offers options like 'Blank Project', 'Application Help', 'e-Learning', 'Knowledge Base', and 'Policies and Procedures'. 'Resources' includes links to 'Adobe User Forum', 'RoboHelp Developer Center', 'Knowledge Base Articles', 'Skin Collection', and 'RoboHelp Support Center'. Below these columns are 'Import' options and 'News Announcements' for Adobe FrameMaker, Adobe Captivate, and Adobe Acrobat. At the bottom left are links for 'View Online Help >>' and 'Quick Tour of RoboHelp >>'. At the bottom right is a promotional box for 'Adobe® Technical Communication Suite 3' with a description: 'Try the complete solution for single source authoring, rich media integration and multi-channel, multi-device publishing.'

Who Is a Technical Writer?





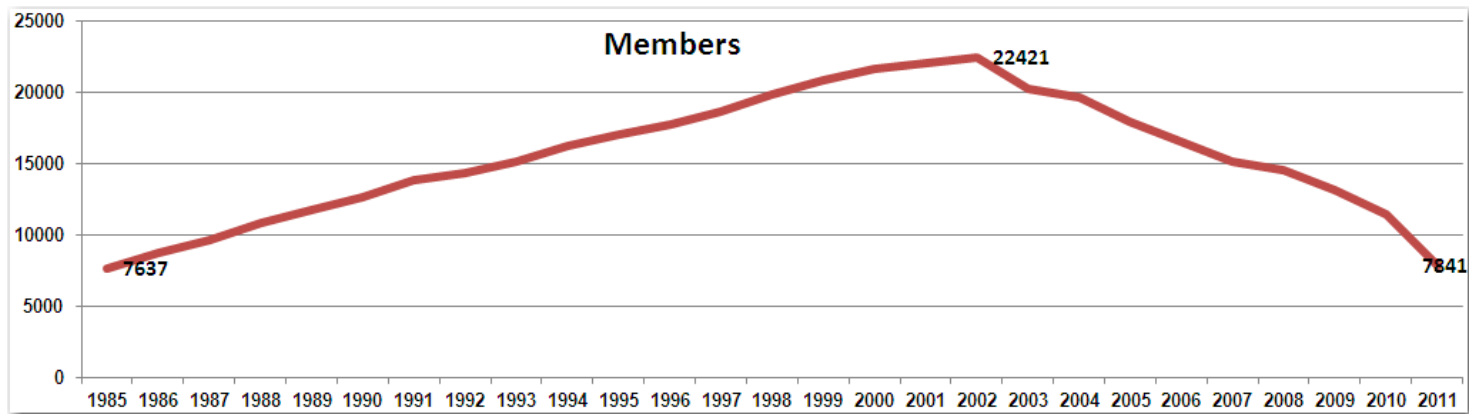
Facing the Facts

- 8-14% of tech writing jobs were eliminated in the past two years
- Salaries declined

Personal email from Kathryn Burton,
Chief Executive Officer of STC



STC Membership



From a spreadsheet provided by Lloyd Tucker,
Deputy Executive Director of STC



Employment Options

- Become more like a User Interface Designer by authoring embedded procedural user assistance
- Become more like an Instructional Designer by authoring external tutorial user assistance



The Status Quo Is Not an Option

- User Interface Designer
- Instructional Designer
- Both
- Status Quo

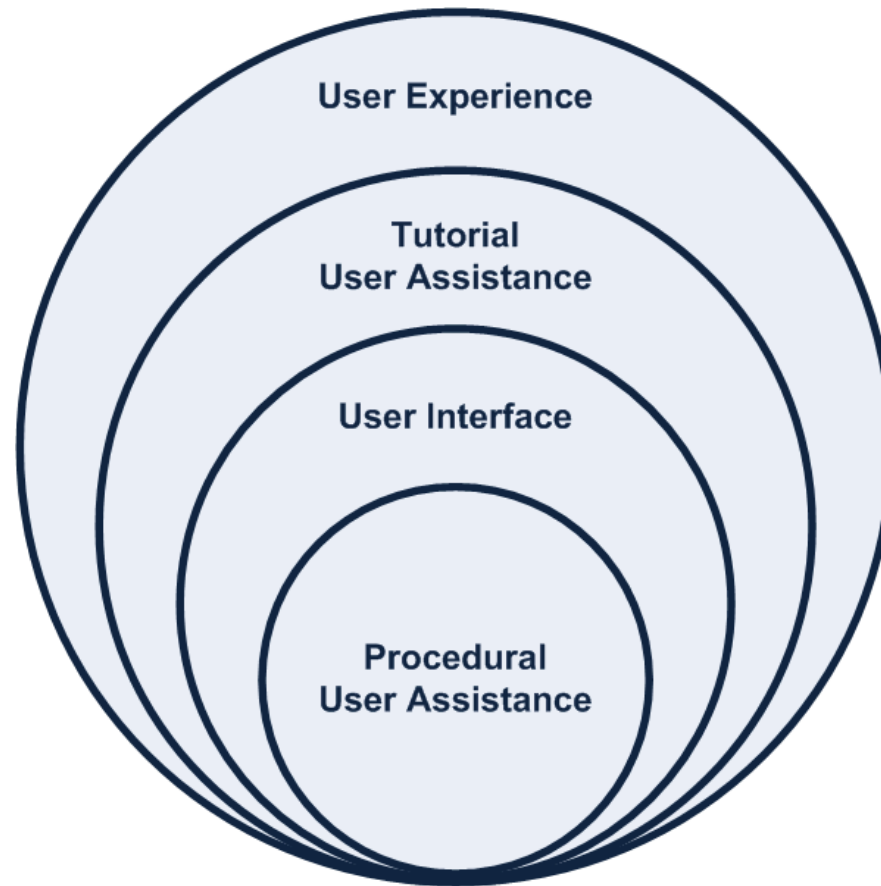


What Is User Assistance?

- Provides guidance to someone using a software application
- Includes all forms of help available to a user
- Not limited to a traditional help system
- Can include procedural and tutorial information



Tutorial versus Procedural





Tutorial User Assistance

FlexDirect Participant Guided Tour

- [Navigating the Application](#)
- [Completing a Flex Form Online](#)
- [Viewing or Updating Your Profile](#)
- [Viewing Balances and Transactions](#)
- [Submitting an Issue](#)
- [View All](#)

The background of the menu features a silhouette of a person with arms raised in a gesture of triumph or success, set against a light, hazy background. A large, stylized dollar sign (\$) is positioned on the right side of the menu, partially overlapping the list items. The overall color scheme is warm, with shades of brown, tan, and white.



Course Authoring Tools

- Adobe Captivate
- Articulate Presenter
- Techsmith Camtasia



Procedural User Assistance

The screenshot shows the ADP web interface for managing an employee's Flexible Spending Account. The user is logged in as 'Working On...' and is viewing the 'Spending Accounts' page for employee 'Smith, Carol'. The page includes a navigation menu with 'Home', 'Myself', 'Employee', 'Plan Administration', and 'Reports'. A search bar is located in the top right corner. The main content area is titled 'Spending Accounts' and displays the employee's name, Social Security Number (xxx-xx-3456), and Hire Date (1/26/1996). There are tabs for 'Flexible Spending Accounts', 'Commuter Benefits', 'Co-Payment Plans', and 'Card Status'. The 'Flexible Spending Accounts' tab is active, showing 'View Information As Of: 2010 Plan Year (Current)'. Below this, there are tabs for 'Health Care', 'Dependent Care', and 'Limited Purpose'. A yellow highlighted instruction reads: 'Add a Flexible Spending Account to the employee's elections. To add more elections, click the arrow to the right of the employee's name.' The form fields include: 'Plan Year: 1/1/2010 - 12/31/2010', 'Employee Per Pay Contribution: \$ [input]', 'Employer Per Pay Contribution: \$ [input]', 'Annual Goal Amount: \$ [input] Min/Max: 100.00/3000.00', 'Account Effective Date: [input]', and 'Account End Date: [input]'. At the bottom, there are 'Save', 'Cancel', and 'Reset' buttons. The footer contains 'Product Feedback', 'About', 'Privacy', 'Legal', and 'Copyright 2010 Automatic Data Processing, Inc.'

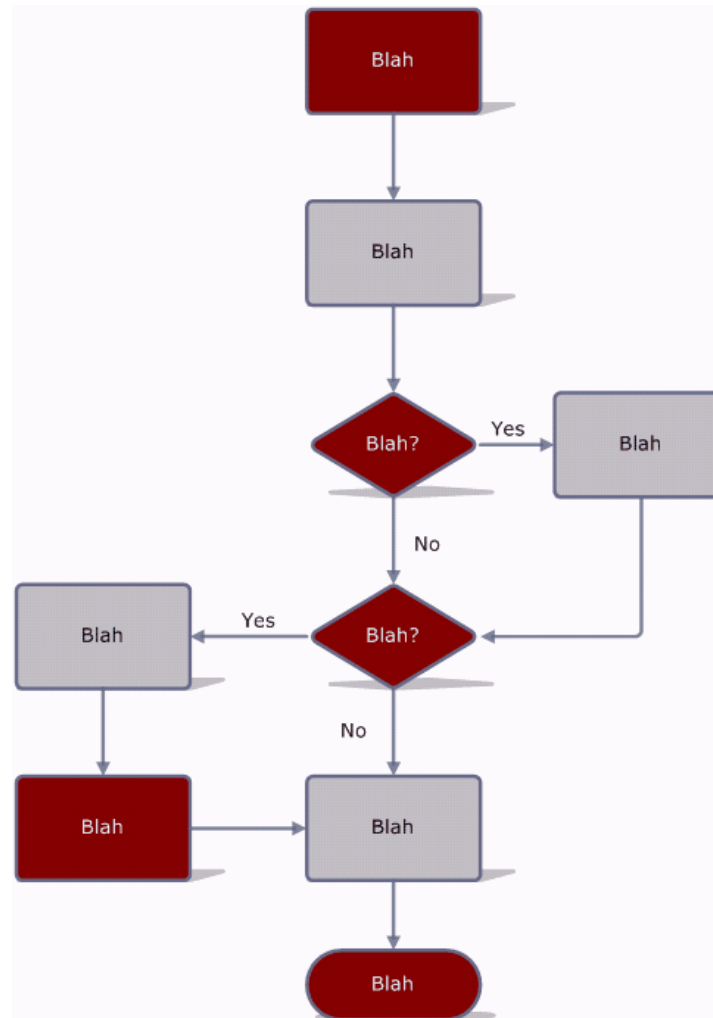


What Tools Do You Need?

- 17 Application Pages
- Embedded Text Topics – **49**
- Page-Level Help Topics – 12
- Field-Level Help Topics – 18
- System Messages – **155**

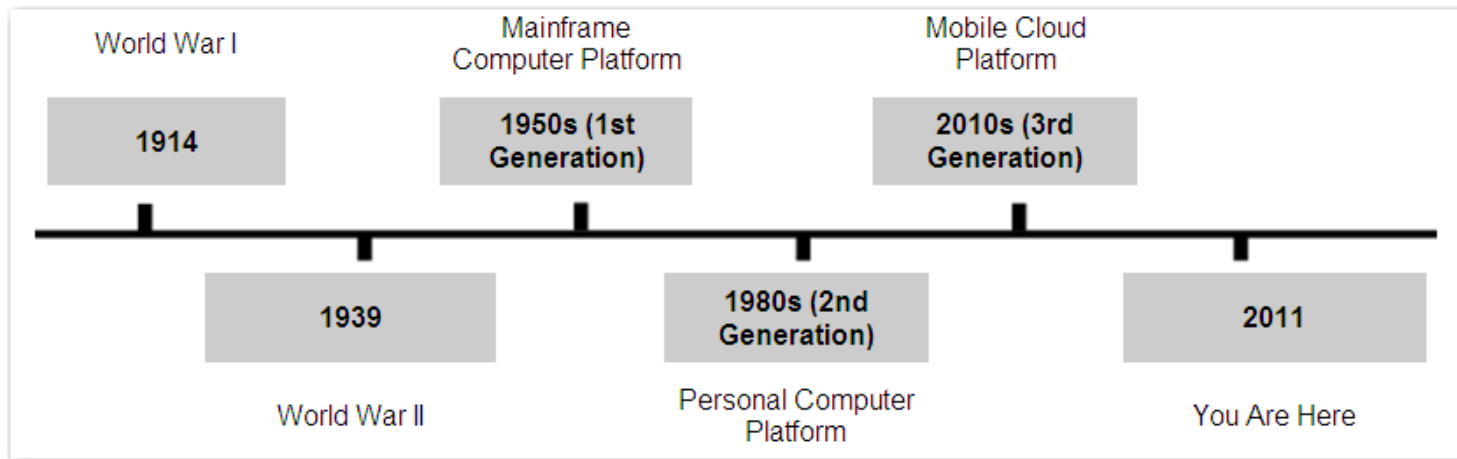


Start at the End





Tech Writing Timeline





1st Generation Platform: Mainframe Computers

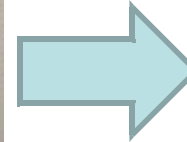
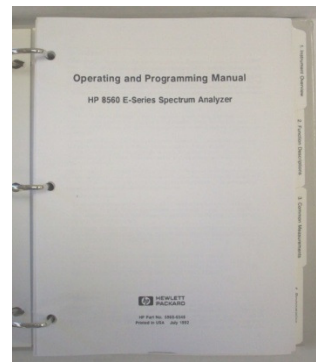
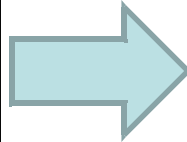
```
From Computer Desktop Encyclopedia  
Reproduced with permission.  
© 1999 Computer Associates Int'l, Inc.
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DISPLAY CUSTOMER INFORMATION Acct # 810093

Credit Limit: 0 Finance Charge? Y Area: Sort Codes: B

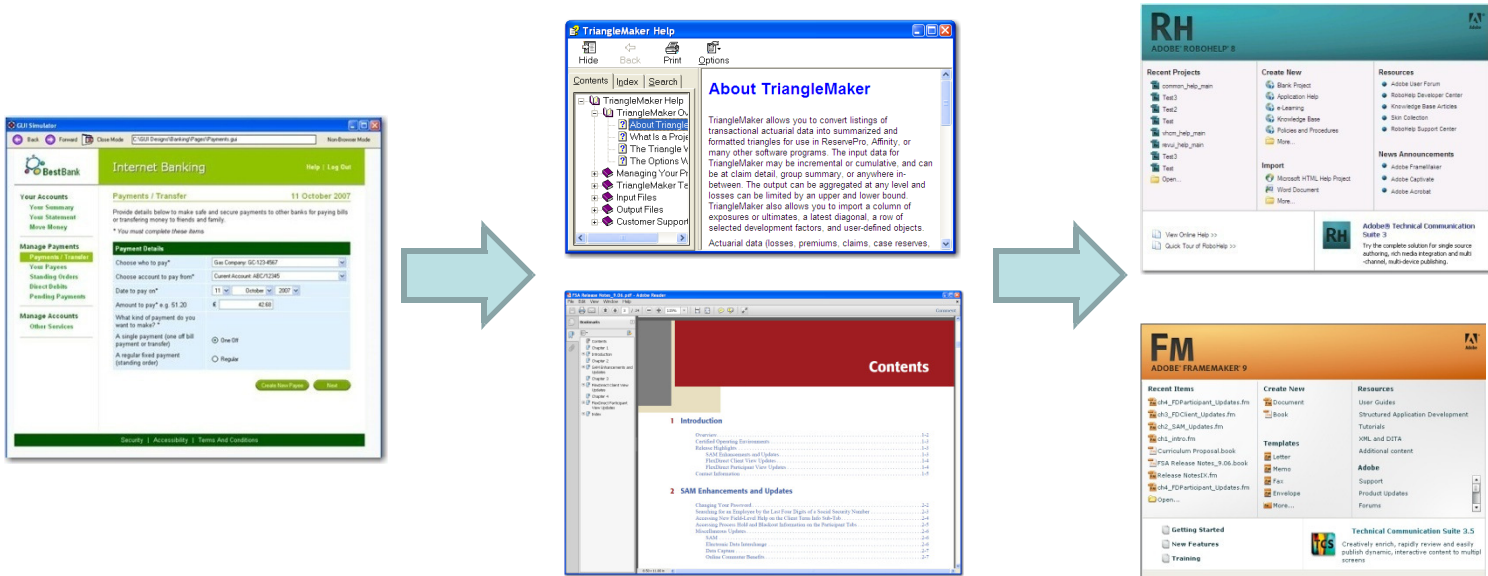
BILLING		SHIPPING	
Name: A CLEAN WELL LIGHTED PLACE FOR	Name: A CLEAN WELL LIGHTED PLACE FOR		
Address: 601 VAN NESS AVENUE	Address: 601 VAN NESS AVENUE		
.....		
City: SAN FRANCISCO	City: SAN FRANCISCO		
State: CA	State: CA		
Zip: 94102	Zip: 94102		
Country: U.S.A	Country:		
Phone:	Phone:		

Enter ↑ to skip back, ↓ to skip forward, or <ESC> to exit





2nd Generation Platform: Personal Computers



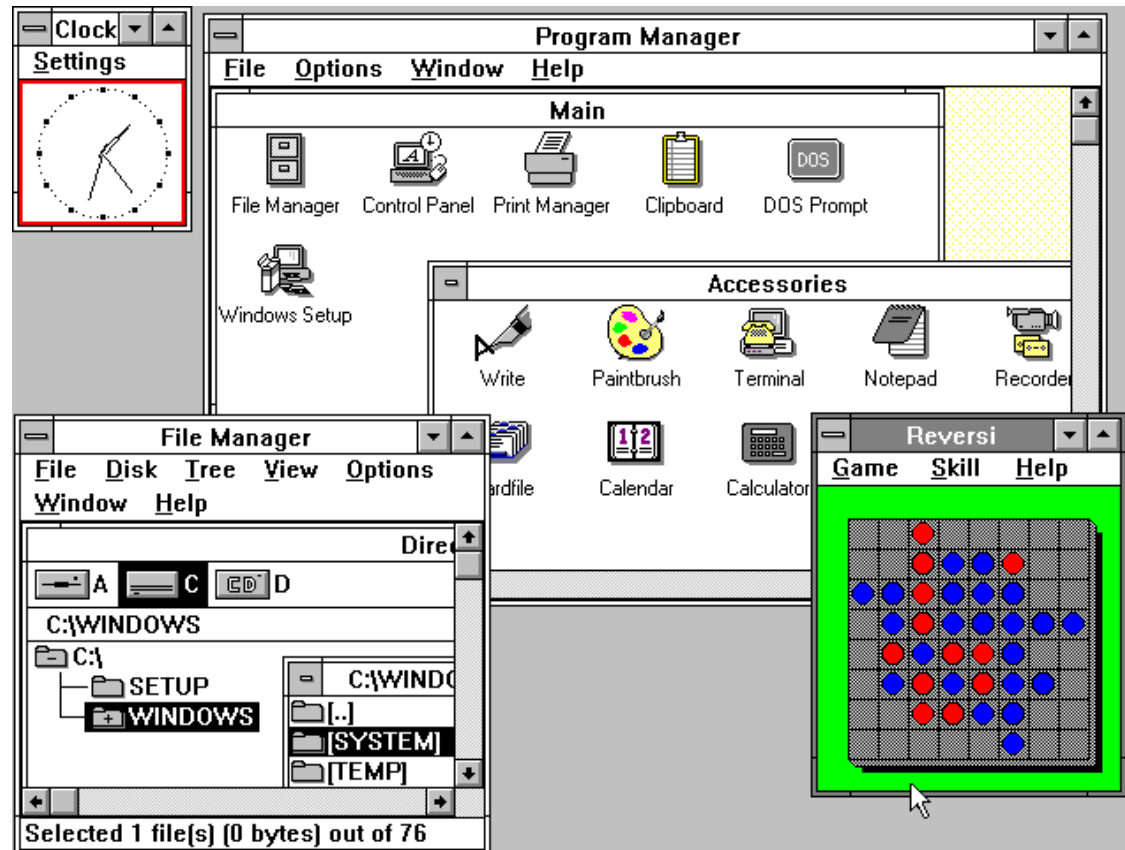


1981 — IBM PC



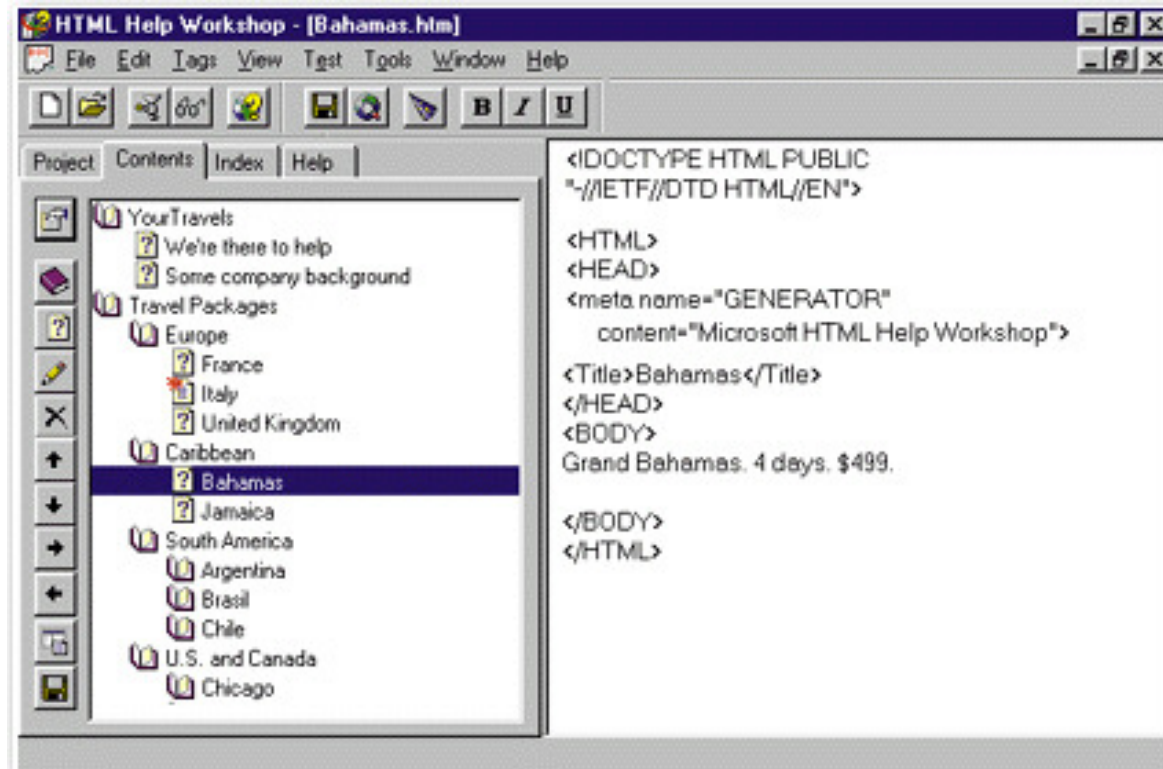


1990 — Windows 3.0



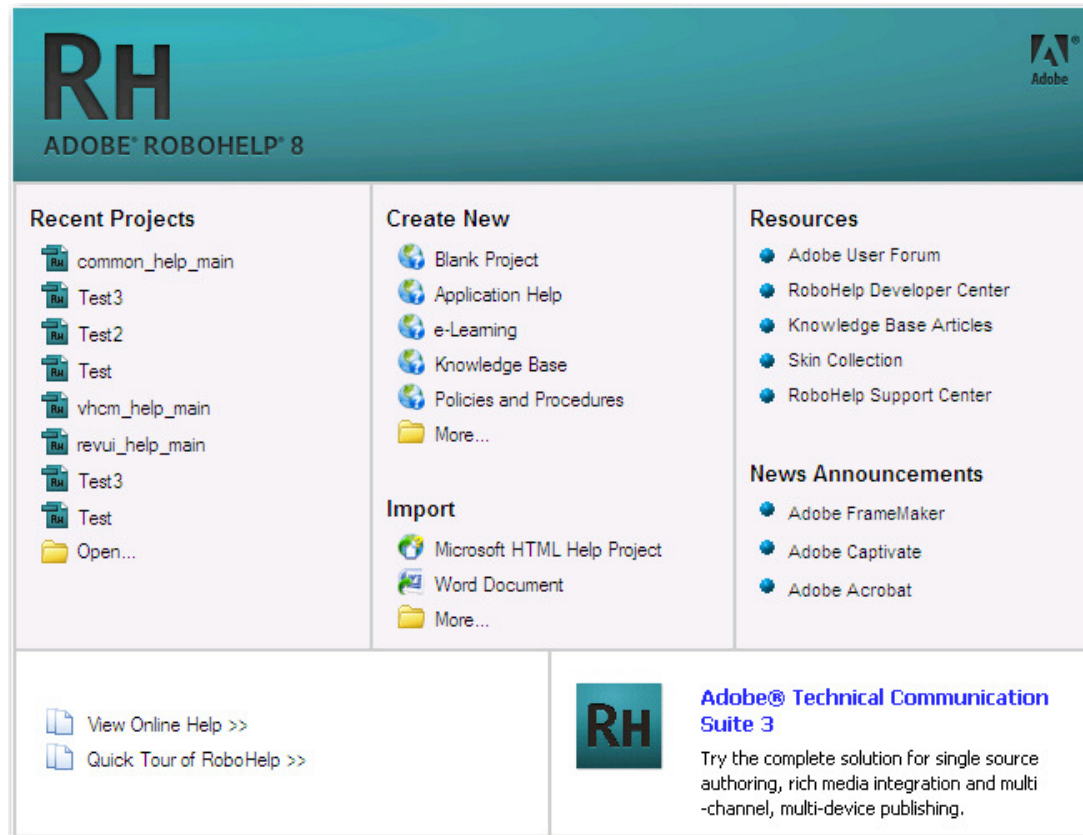


1990 — Windows Help





1991 — RoboHelp





Context-Sensitive Help





2nd Generation Cool Tools

- Adobe RoboHelp or Madcap Flare
- Adobe FrameMaker and/or MS Word
- Graphics Tools
 - Techsmith Snagit
 - Microsoft Visio
 - Adobe Photoshop
- Adobe Acrobat



Help Authoring Tools: Overview

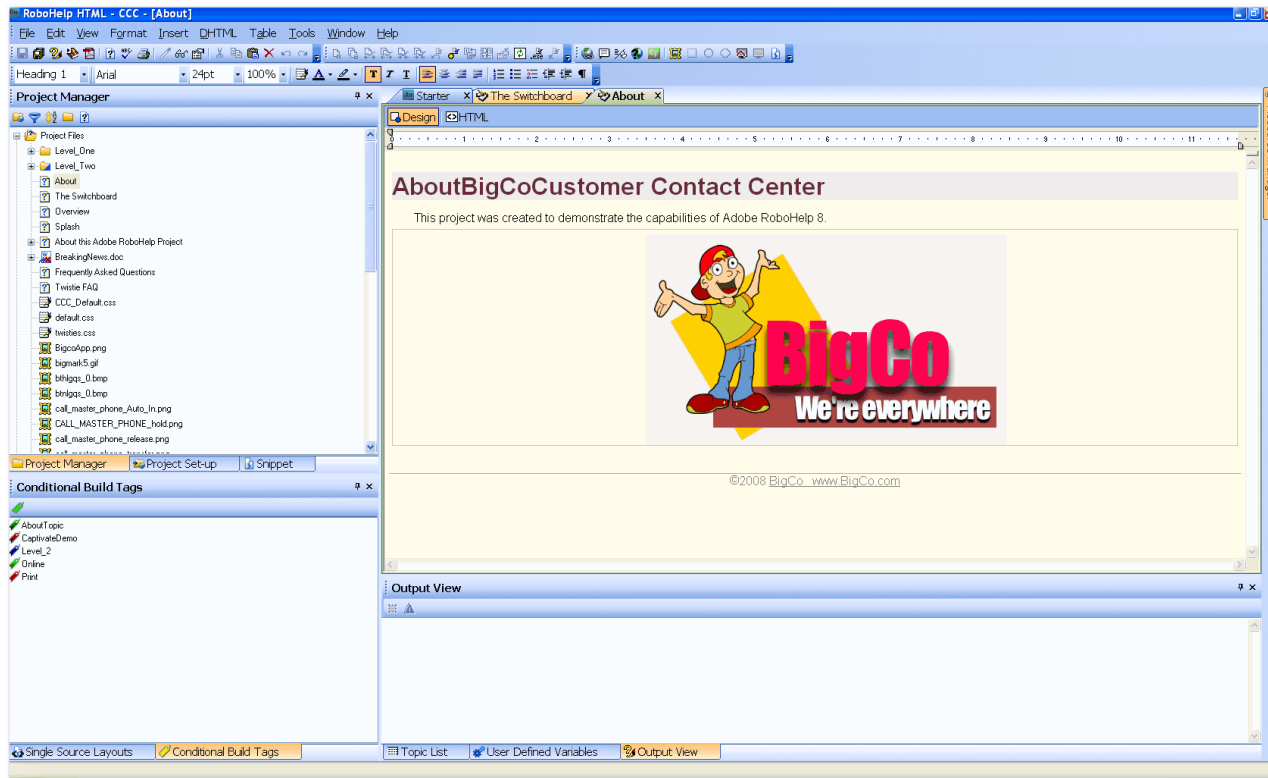
Either/or:

- Adobe RoboHelp
- Madcap Flare

Honorable Mention: Author-it



Help Authoring Tools: Adobe RoboHelp



[For More Information](#)

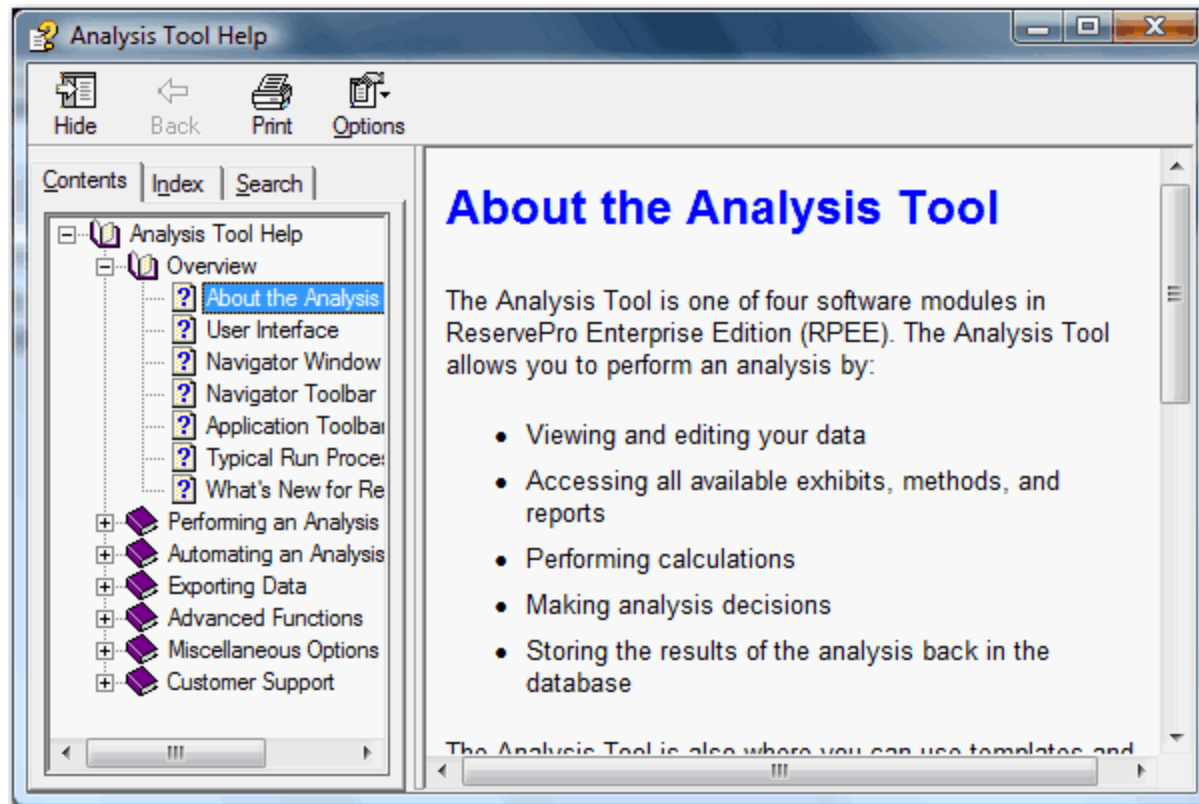


Help Authoring Tools: Adobe RoboHelp

- Content for help systems, policies and procedures, and professional knowledgebases
- Multichannel, multidevice publishing
- Collaborative reviews, reusable assets, and dynamic user-centric content
- User-generated content and moderated or stored commenting



Help Authoring Tools: Adobe RoboHelp





Authoring Tools: RoboHelp





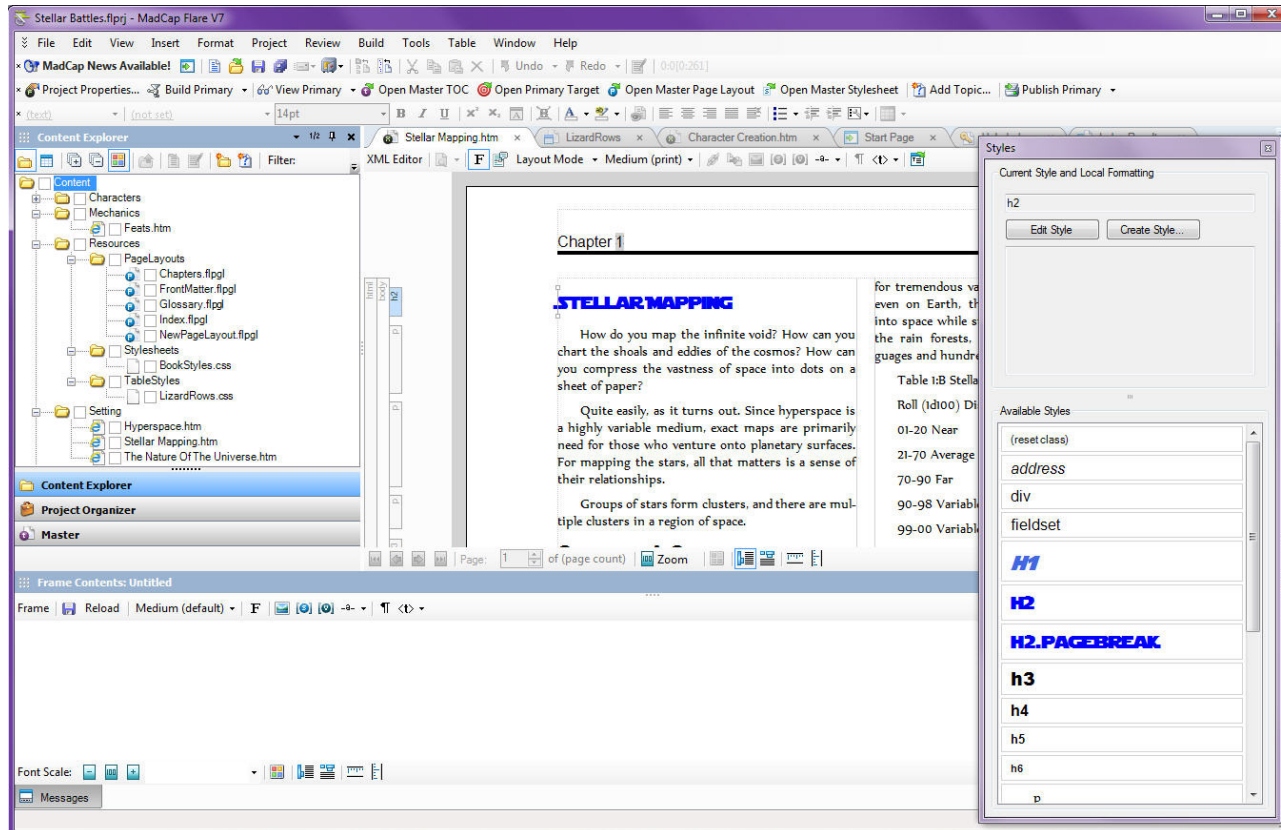
Help Authoring Tools: RoboHelp

Jeff's take:

- Industry standard
- Everyone has a horror story but still uses it
- Helped my career



Help Authoring Tools: Madcap Flare



For More Information

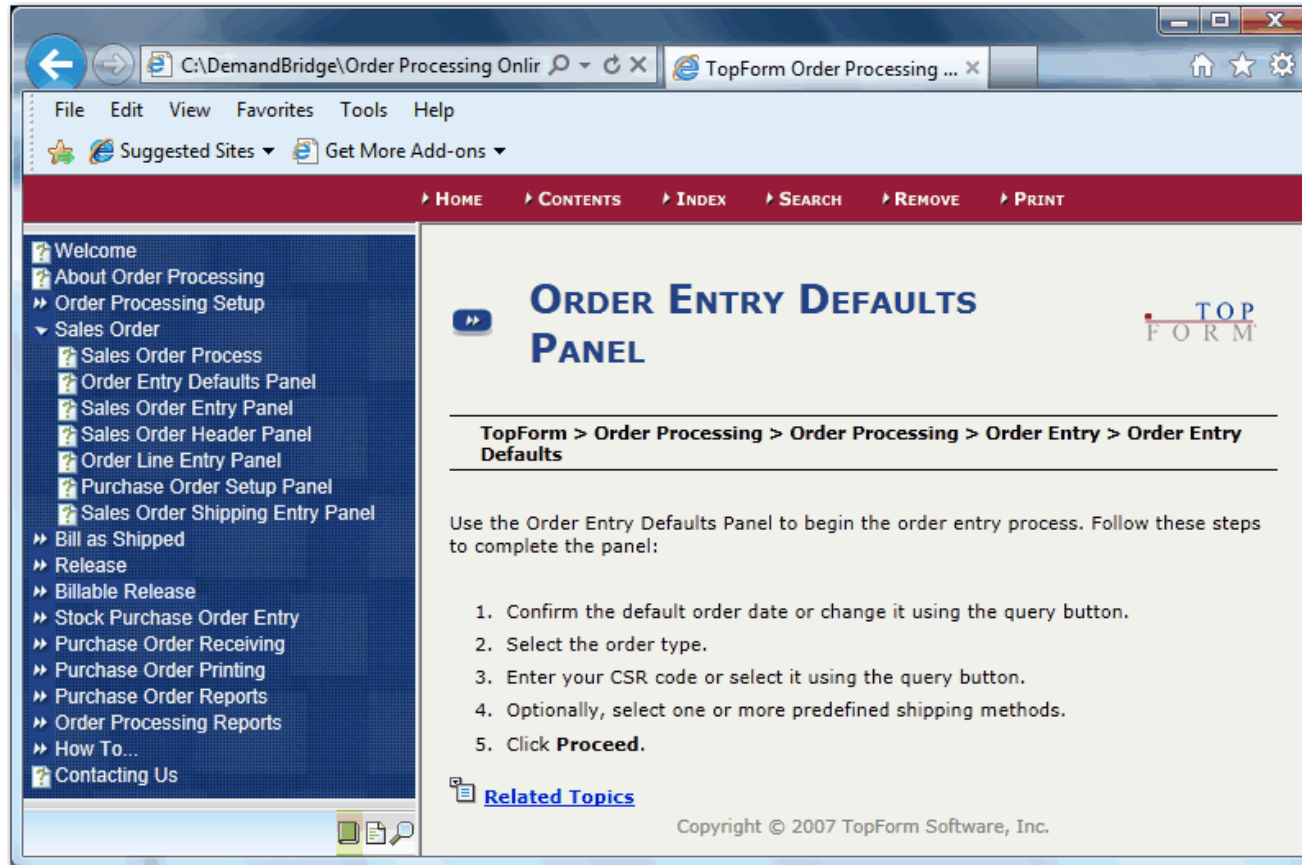


Help Authoring Tools: Madcap Flare

- Content authoring tool
- Print and online documentation
- Complex digital print publishing (PDF) or online Help systems (WebHelp and WebHelp Mobile)



Help Authoring Tools: Madcap Flare





Help Authoring Tools: Madcap Flare

Jeff's take:

- Good alternative from former RoboHelp developers
- Customizable, but requires some post-processing
- Use as XML Editor?



Help Authoring Tools: Comparison

Feature	RoboHelp 9	Flare 7
XMTML	Yes	Yes
Open Multiple Topics	Yes	Yes
Dot Net Help	No	Yes
Table Styles	Yes	Yes (better)
Snippets	Yes	Yes (better)
Variables	Yes	Yes (better)
508 Support	Yes	Yes (better)
Reports	Yes	Yes (better)
Feedback for Webhelp	Yes (Airhelp only)	Yes
Javahelp	Yes	No
Dynamic User-Centric Content	Yes	No
Airhelp	Yes (better)	Yes
Review Process	Yes (PDF)	Yes

Based on information provided in *MadCap Flare Certified Test Review + Developer's Guide* by Scott Deloach (available at www.amazon.com)



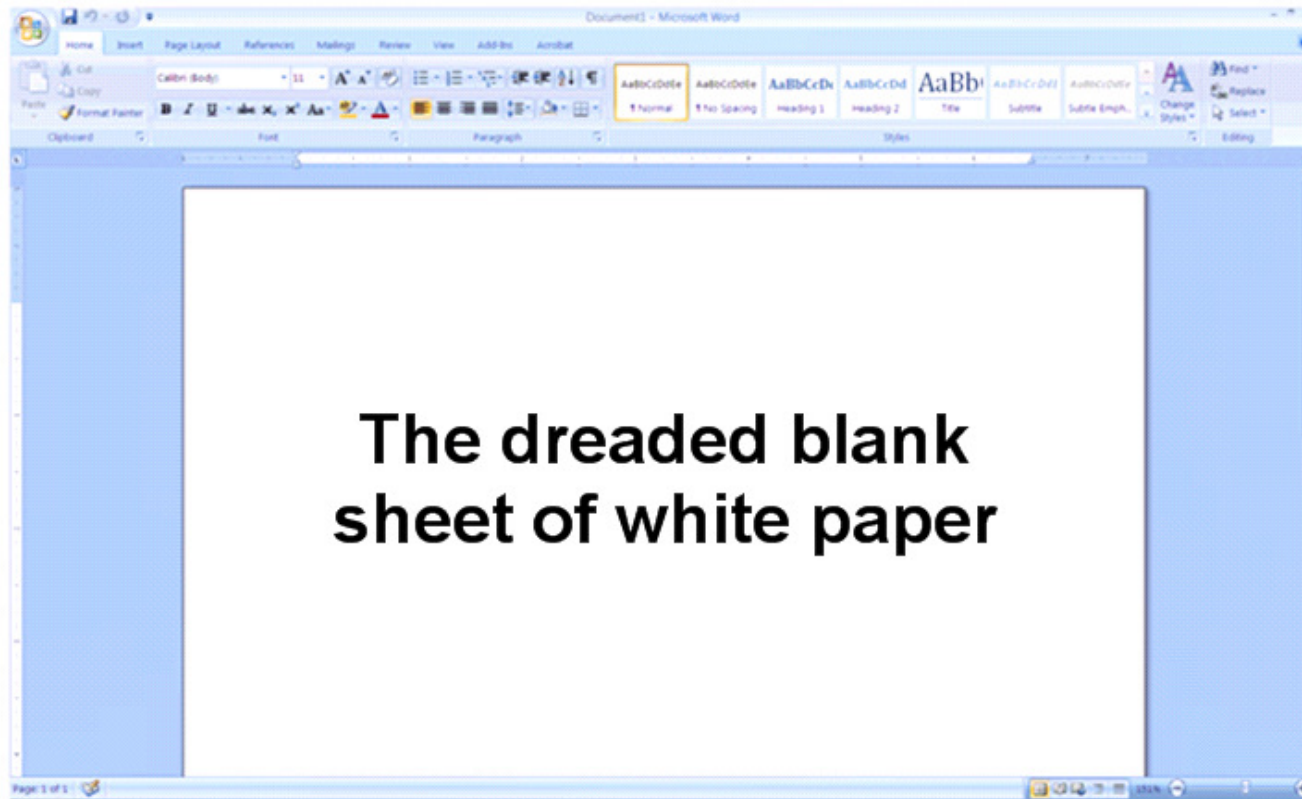
Word Processors: Overview

Both/and:

- Microsoft Word
- Adobe FrameMaker



Word Processors: Microsoft Word



[For More Information](#)



Word Processors:

Microsoft Word

- Standalone or bundled with Office or Works
- First released in 1983 as Multi-Tool Word for Xenix systems
- Started on IBM PCs running DOS (1983) and Windows (1989)



Word Processors: Microsoft Word

Additional Notes for WinFlex Users		
Area	Issue	Details
WAVES Import	061024-16853 – Event 252 – Retiree Personal Info Change – Functionality Update	<ol style="list-style-type: none"> 1. EECENSUS' dates fields should not be date referenced in WFSetup → Tables Screen for EECENSUS, especially not the Date of Birth field. 2. 'Recalculate' and 'Date Reference' need to be set in WFSetup → Tables Screen for EECENSUS' fields that allow updates on e-SS, which may cause a change in eligibility for the Retiree. The 'Date Reference' flag has to have a specified date field that allows the system to store the 252-event date. If the date reference is not set, the system uses the system process date for the system-generated event.
WinFlex - Activate	061025-11040-1 Multiple Move-Rec Processes for the Same Event	A nextproc value of 44 - OE Activate was added to the system so the move rec process can be added twice to the Open Enrollment event. If desired, users can configure the Open Enrollment event to run the 44 - OE Activate prior to the 3 – Send to Voice to activate benefit defaults.
Tools – Initial Implementation Import	070911-12515-1 Retirees Added to Initial Implementation Tool	The automatic loading of Retiree election and dependent data—along with enhanced IVR Error reporting for Retirees—was added to the Initial Implementation Import tool. For more information, refer to the Midyear Conversion Utility Configuration and Processing Guide or to the 070911-12515-1 Retirees Added to Initial Implementation Tool Product Development stories A, B, and C.
Benefits – Benefit Plans	070626-21544-7 New Effective Date Adjustment Rule: "1st of Next Pay Period"	A new date rule, 1st of Next Pay Period, was added to the WFSRule system table and corresponding functionality was added to WinFlex. When this date rule is selected as the WFSetup → Benefits → Benefit Plans → Eligibility Groups Wait Rule, Coverage End Rule, or the Effective Date Adjustment Rule, the date returned is the first day of the next payroll period. This date is found by determining which pay period the event effective date falls within and selecting the first day of the following pay period.
WinFlex - Calculate	061025-11042-1 Ineligible to Eligible Calculation Not Using Correct Frozen Field Values	<p>Two new Client Data references have been created as a result of this enhancement:</p> <p><u>Reset Frozen Values for Newly Eligible Events</u></p> <p>When the Client Data reference RESETNWELG is set to True, a Newly Eligible employee's benefit calculation is based on the current demographic data instead of frozen values. This means that all demographic data sent prior to the Newly Eligible event is removed from EEDATA for benefit calculation purposes.</p> <p><u>Default Newly Eligible Employee into New Hire Defaults</u></p> <p>When the Client Data reference RESETNWDFI is set to True, the Newly Eligible employee defaults to the New Hire default benefits. When the RESETNWDFI is not set to True, the existing functionality of defaulting the employee back into their previous benefits occurs.</p>



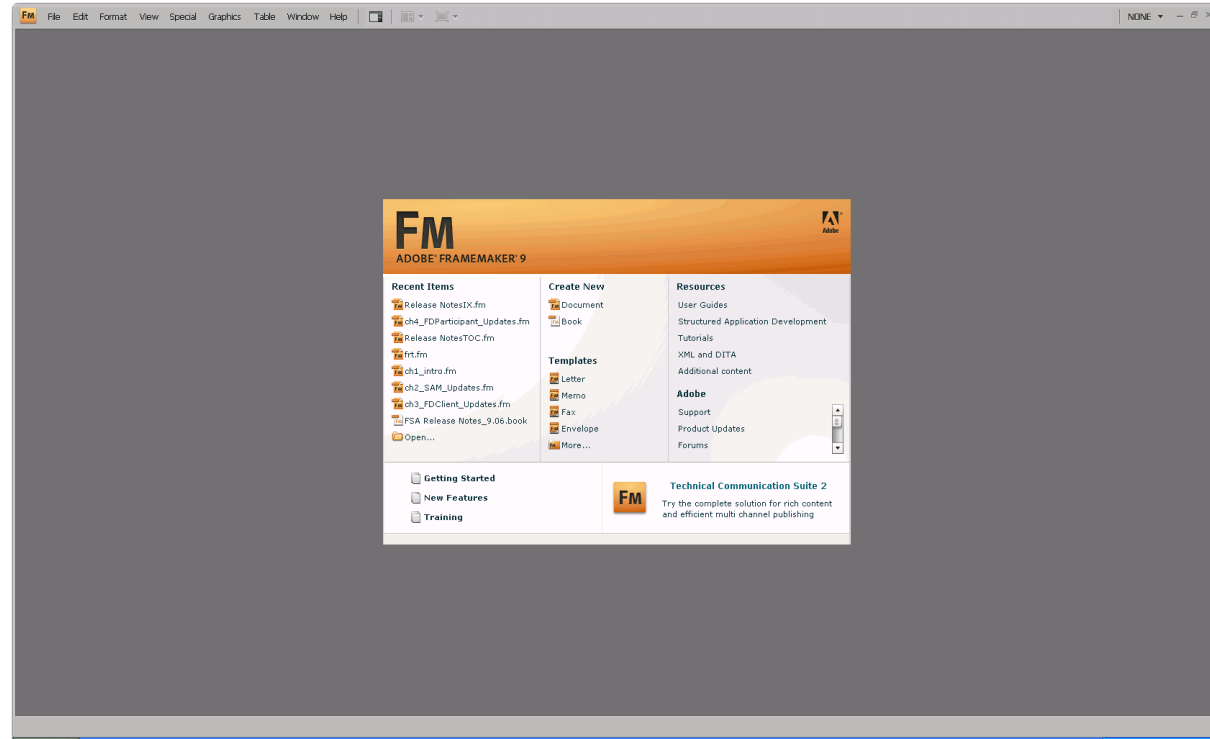
Word Processors: Microsoft Word

Jeff's take:

- Default word processor
- Business letter producer that got out of control
- Nightmarish for robust technical doc (sections, TOC, Index, master documents, callouts)



Word Processors: Adobe FrameMaker



[For More Information](#)

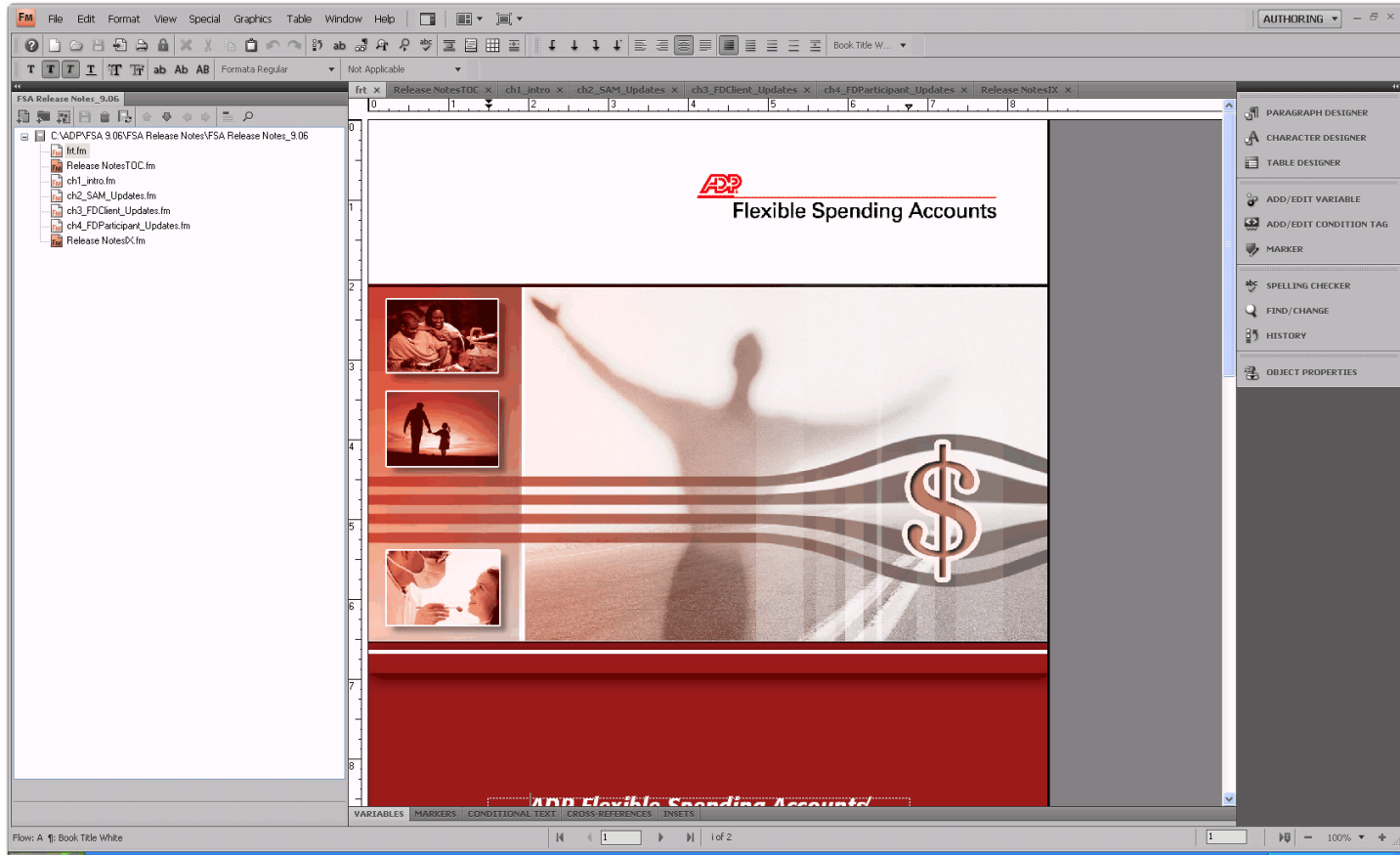


Word Processors: Adobe FrameMaker

- Authoring and publishing solution for unstructured, structured, and XML/DITA/S1000D content
- Document processor for the production and manipulation of large structured documents



Word Processors: Adobe FrameMaker





Word Processors: Adobe FrameMaker

Jeff's take:

- Still best option for robust doc
- Desktop publishing tool (PDF)
- Book metaphor
- Use as XML Editor?



Graphics Tools: Overview

- Screenshot Utilities
- Diagramming Software
- Image Editing Software

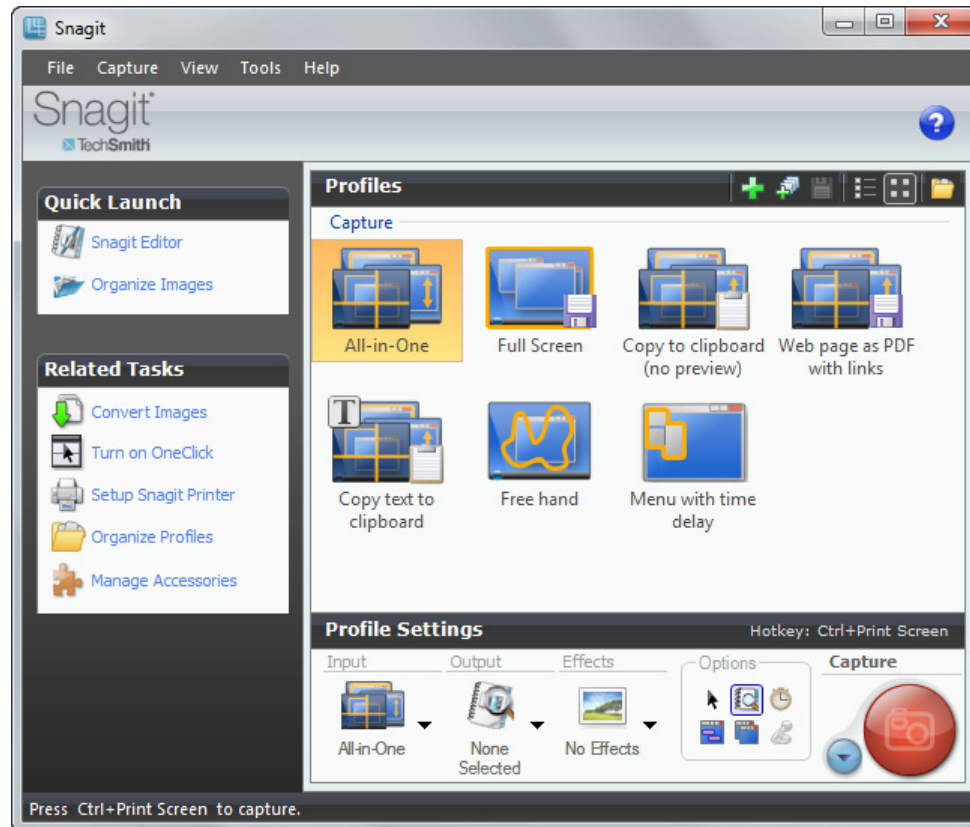


Screenshot Utilities: Overview

- Techsmith Snagit
- Inbit FullShot



Screenshot Utilities: Techsmith Snagit



For More Information



Screenshot Utilities: Techsmith Snagit

- Windows only
- Replaces the native Print Screen function with additional features
- Contains most features needed by technical writers



Screenshot Utilities: Techsmith Snagit

The screenshot shows the Emory Continuing Education website. At the top, there is a navigation bar with the Emory University logo and the text 'Emory Continuing Education'. Below this is a search bar with the text 'Search for a class' and a 'Go' button. A horizontal menu contains four categories: 'Leadership and Management', 'Professional Development', 'Career Development', and 'Communication'. On the left side, there is a vertical navigation menu with links for 'Home', 'Manage Your Account', 'View Shopping Cart', 'Policies and Procedures', 'Maps and Directions', and 'Contact Us'. The main content area features the title 'Authoring Tools for Technical Writers' and a sub-header 'Professional Education Classes - Communications'. A large image of a modern interior space is shown on the left. The text describes the course, its benefits, and prerequisites. A sidebar on the right lists various programs and courses, including 'Earn an Emory Certificate', 'Paralegal Studies', 'Financial Planning', 'Essentials of Management', 'Essentials of HR Management', 'Paralegal Certificate Program', 'Leadership & Management', 'Professional Development', 'Communication Skills', 'Business Writing', 'Career Development', 'Small Business Forum', 'Real Estate Investment', and 'All Courses'. A 'REGISTER NOW' button is visible at the bottom of the main content area.

EMORY UNIVERSITY | Emory Continuing Education

Search for a class Search Go

Leadership and Management Professional Development Career Development Communication

Home Manage Your Account View Shopping Cart Policies and Procedures Maps and Directions Contact Us

ECE Home > IDL > Emory Authoring Tools for Technical Writers classes in Atlanta Georgia

Authoring Tools for Technical Writers

Suggest this class to a friend or colleague
Bring this class to your office

Earn an Emory Certificate
[Paralegal Studies](#)
[Financial Planning](#)
[Essentials of Management](#)
[Essentials of HR Management](#)

[Paralegal Certificate Program](#)
[Leadership & Management](#)
[Professional Development](#)
[Communication Skills](#)
[Business Writing](#)
[Career Development](#)
[Small Business Forum](#)
[Real Estate Investment](#)
[All Courses](#)

Continuing Education in Atlanta, Georgia

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[Discounts](#)
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Professional Education Classes - Communications

With a median salary of \$61,620 and a projected job growth rate of 18%, technical writing is one of the fastest growing professions in the United States (Occupational Outlook Handbook 2010-2011). When employers review your résumé for a technical writing position, the first thing they look for is your experience with authoring tools. An authoring tool is a specialized application that allows you to develop content for the web without learning a programming language. Technical writers use authoring tools on a daily basis to create software user assistance that works in conjunction with a web application's user interface. This class will help you understand the authoring tools that are currently in demand.
Prerequisite: Technical Writing course or relevant technical writing experience

Jeff Haas, Instructor
1 session(s): Fri: Aug 26 / 9:00 am-4:00 pm
Additional Info: This class is held in Alpharetta.
Registration fee: \$375 CEUs: 0.6 REGISTER NOW

You should take this class if:
This course is for those interested in finding a job as a technical writer or increasing their value in the marketplace.

What will be covered

- Describe the major categories of authoring tools
- Name the industry standard authoring tools in each category
- Describe the major types of software user assistance
- Explain how software user assistance interacts with the user interface
- Describe related authoring tools that overlap with technical writing authoring tools



Screenshot Utilities: Techsmith Snagit

Jeff's take:

- Industry standard, good tool
- New features include capturing embedded objects like links, pictures, and multimedia
- Upload to Flickr, etc.

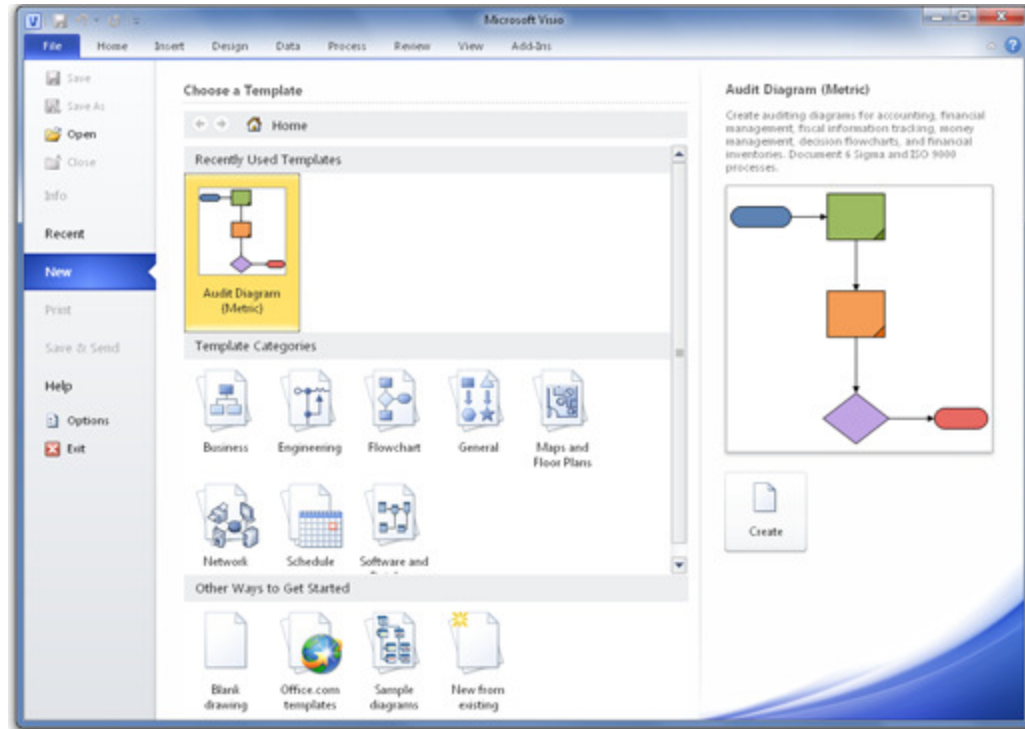


Diagramming Software: Overview

- Microsoft Visio
- CorelDRAW



Diagramming Software: Microsoft Visio



[For More Information](#)

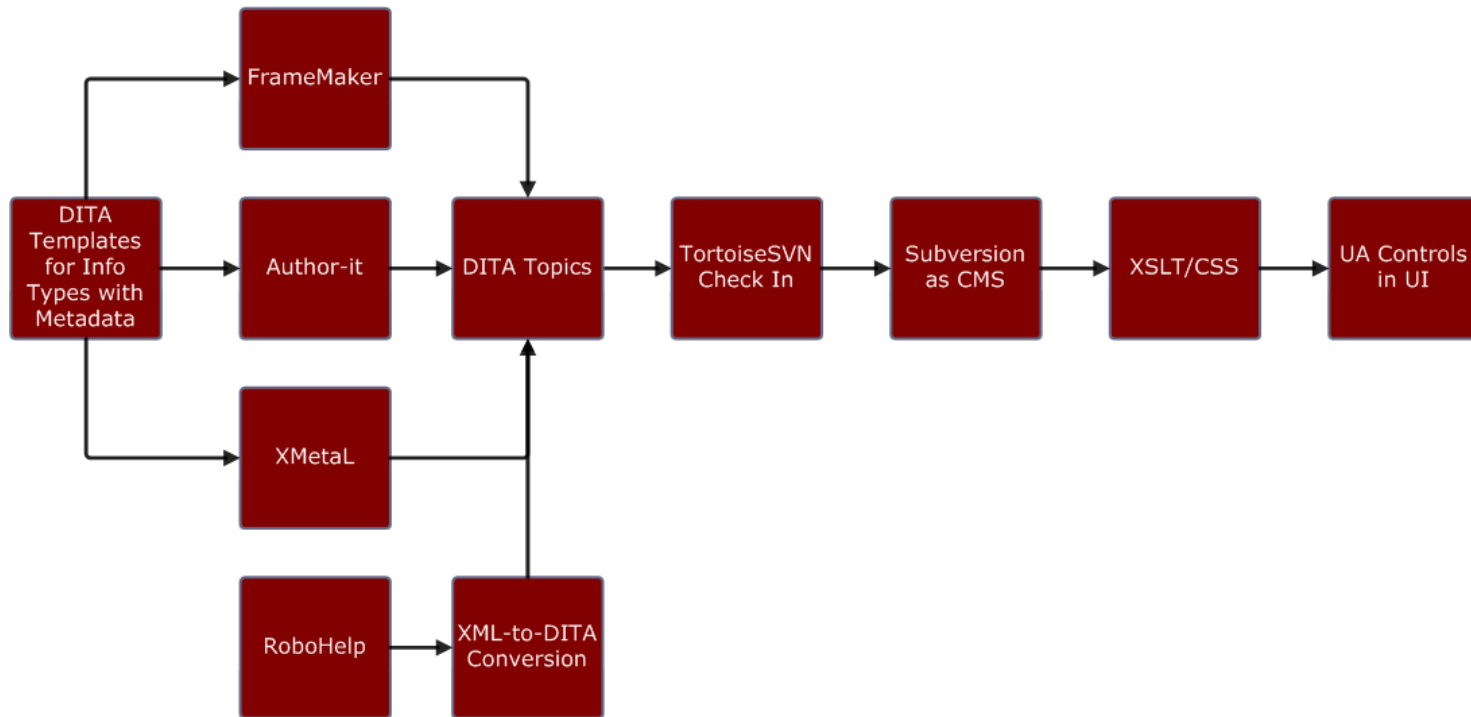


Diagramming Software: Microsoft Visio

- Commercial diagramming program for Windows
- Uses vector graphics to create diagrams



Diagramming Software: Microsoft Visio





Diagramming Software: Microsoft Visio

Jeff's take:

- A fun tool to use
- Great for creative brainstorming
- Used for processes, software architecture, and organization charts

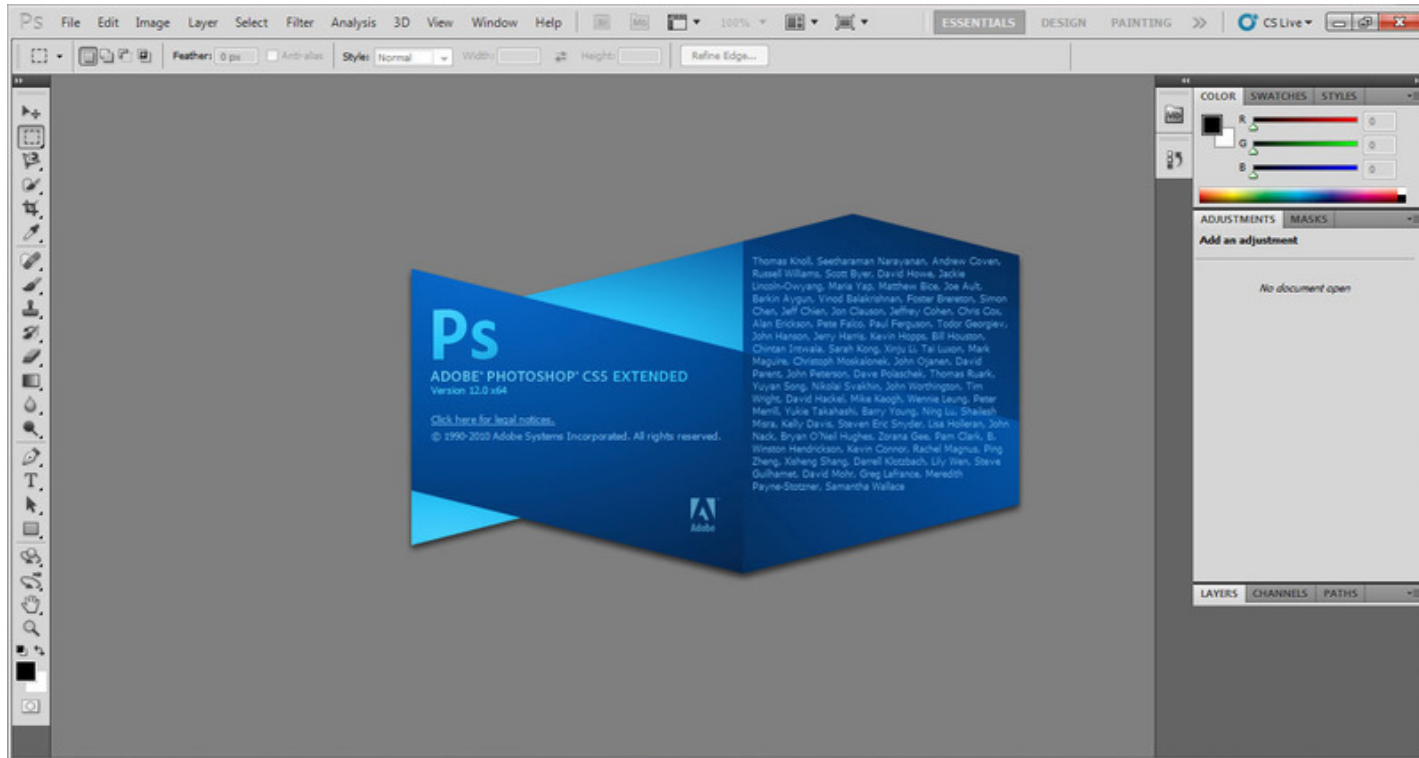


Image Editing Software: Overview

- Adobe Photoshop
- Corel PaintShop Photo Pro
(Cheaper)
- GIMP (Free)



Image Editing Software: Adobe Photoshop



For More Information



Image Editing Software: Adobe Photoshop

- Graphics editing program
- 2003 "Creative Suite" rebranding led to Photoshop 8 renamed as Photoshop CS
- 12th major release of Photoshop



Image Editing Software: Adobe Photoshop





Image Editing Software: Adobe Photoshop

Jeff's take:

- New version is nothing short of astonishing
- Content-aware feature
- Disappearing man and Sydney opera house

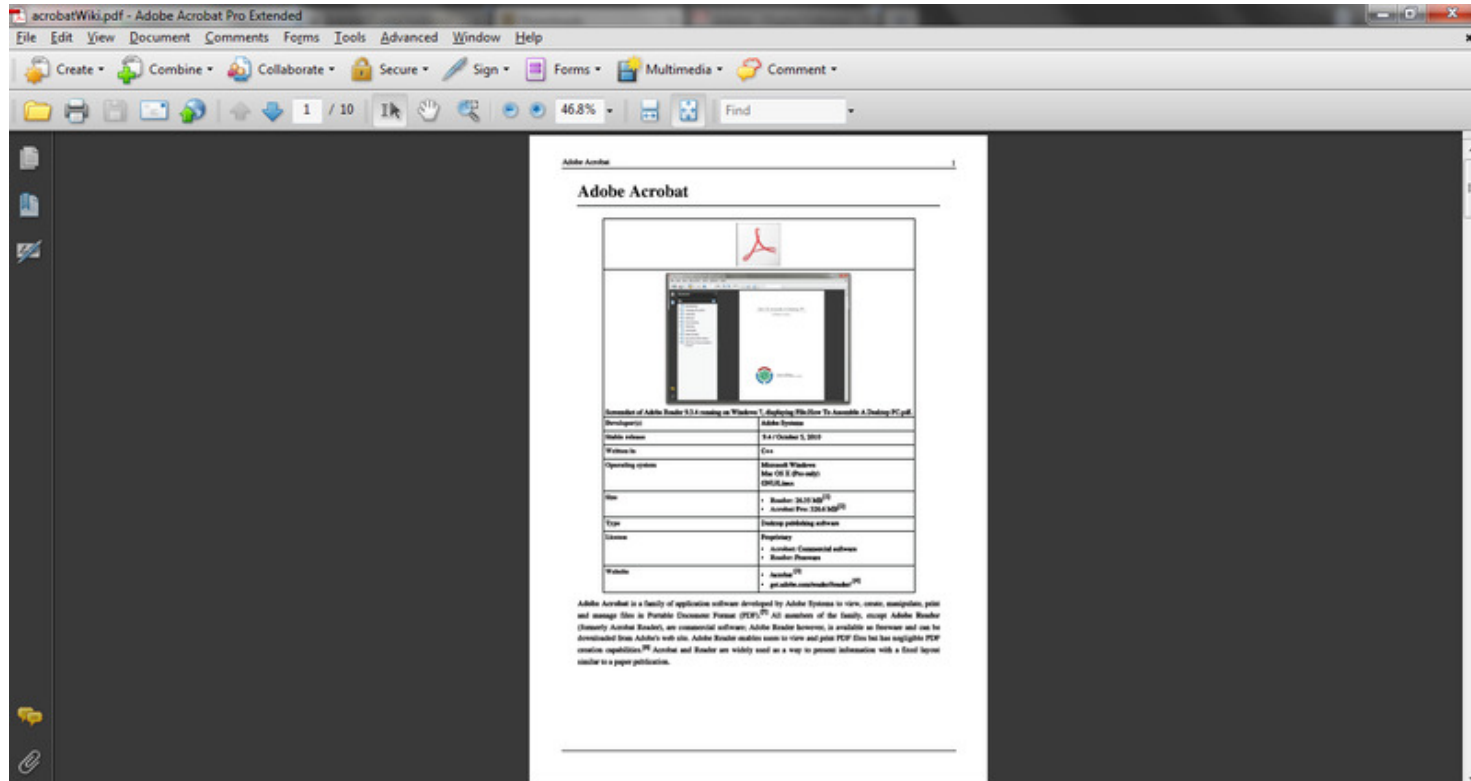


Conversion Utilities: Overview

- Adobe Acrobat Pro Extended
- Webworks ePublisher
- Calibre



Conversion Utilities: Acrobat Pro Extended



[For More Information](#)



Conversion Utilities: Acrobat Pro Extended

- Family of application software
- View, create, manipulate, print and manage files in Portable Document Format (PDF)
- Commercial software except Adobe Reader (formerly Acrobat Reader)



Conversion Utilities: Pro versus Reader

- SharePoint integration
- Office 2011-ready
- PDF Portfolios
- Panels interface
- Improved OCR
- Enterprise deployment
- Acrobat X suite



Conversion Utilities: Pro versus **Reader**

- Protected mode security
- Sticky notes and highlighter
- Improved browser integration
- Simplified panels interface
- Enterprise deployment
- Reader for Android



Conversion Utilities: Adobe Acrobat

Jeff's take:

- How could we live without it?
- Adobe continues to make significant upgrades
- Move from printing Postscript files to saving PDFs using PDFMaker?

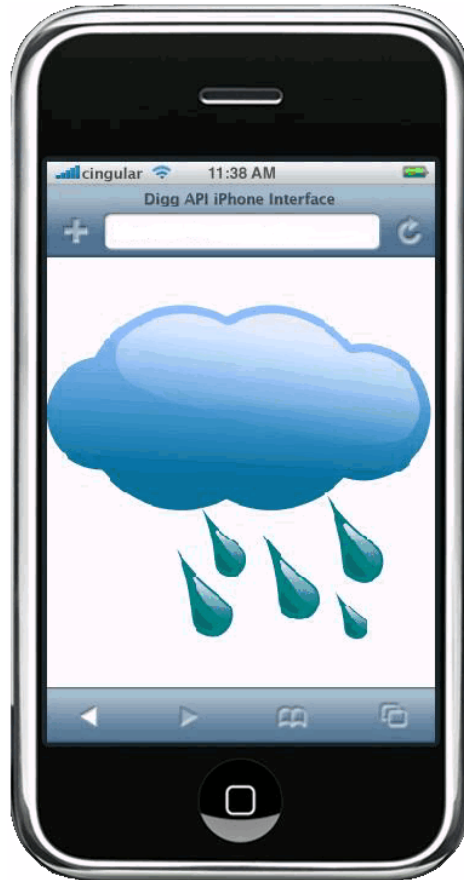
Abraham Maslow Quote



“If the only tool you have is a hammer, you tend to see every problem as a nail.”

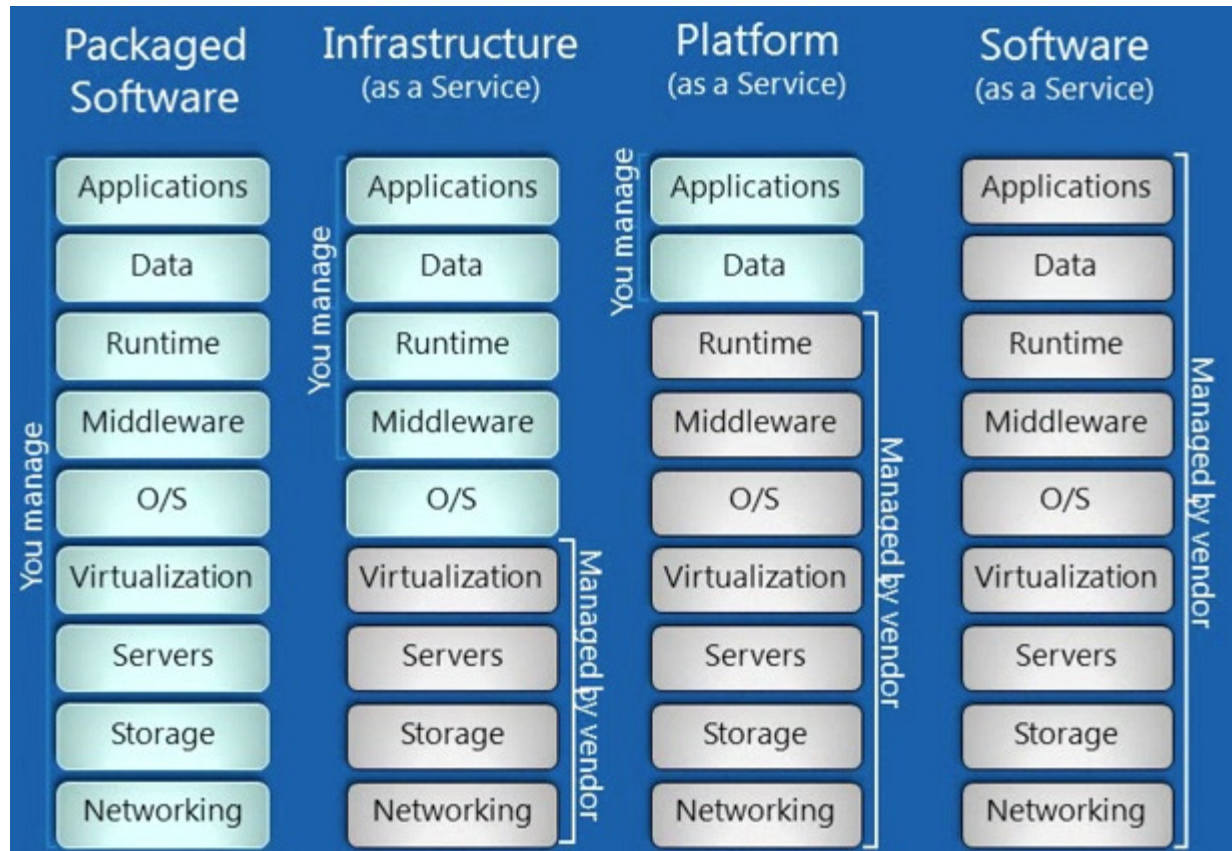


3rd Generation Platform: Mobile Cloud Computers



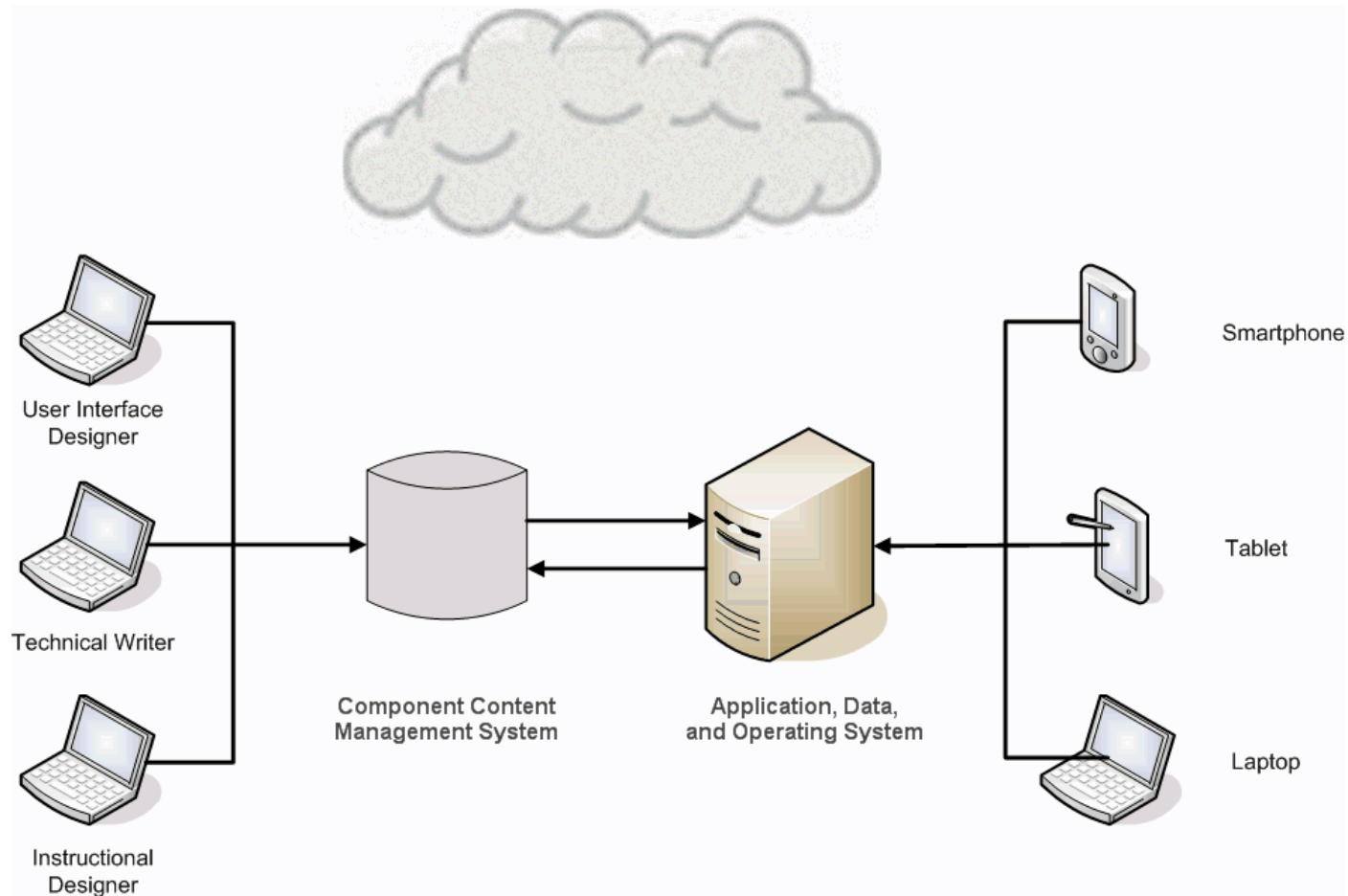


Cloud Architectures



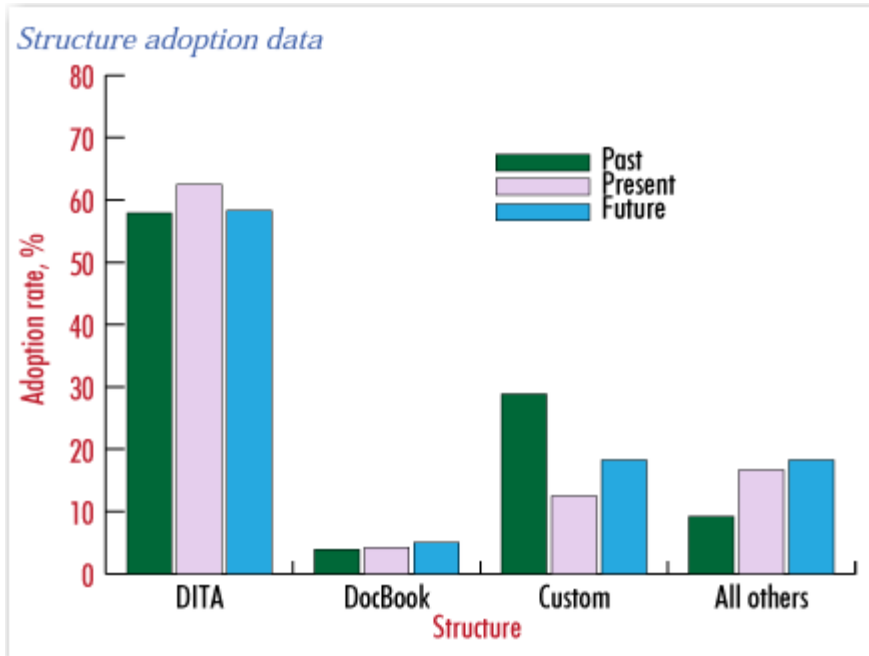
From Windows Azure Platform:
Cloud Development Jump Start"

User Assistance Requirements





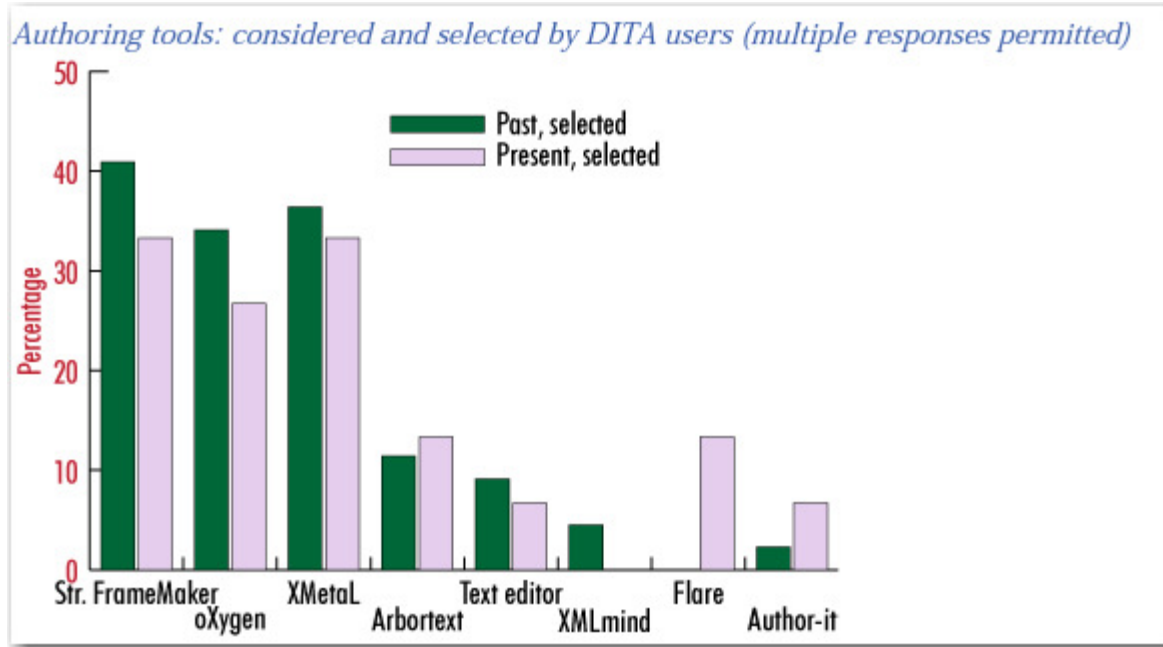
Darwin Information Typing Architecture (DITA)



From *The State of Structured Authoring* by Pringle and O'Keefe (available at www.amazon.com)



Authoring Tools for DITA



From *The State of Structured Authoring* by Pringle and O'Keefe (available at www.amazon.com)



Content Management System for DITA

The clear winner for past and present was "We do not use a CMS."

From *The State of Structured Authoring* by Pringle and O'Keefe (available at www.amazon.com)



3rd Generation Cool Tools: Procedural User Assistance

- XML Editor
- Content Management System
 - Document-Centered
 - Crowdsourcing Wiki
 - Low-End Component
 - Proprietary Component
 - Open Component
- Translation Management System

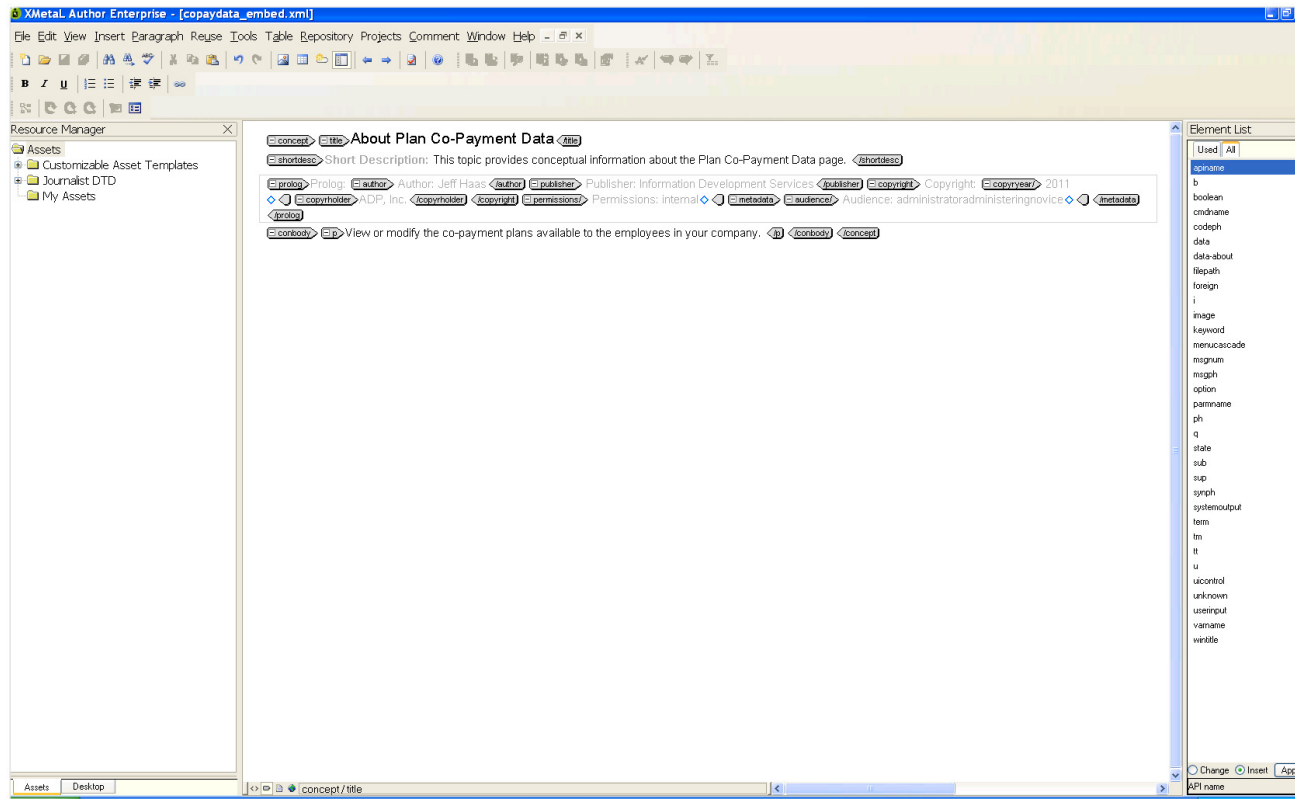


XML Editors: Overview

- JustSystems XMetaL Author
- SyncRO Soft
<oXygen/> XML Editor



XML Editors: XMetaL Author



[For More Information](#)



XML Editors: XMetaL Author

- Create and edit documents in XML and SGML
- Similar features to word processors but native XML editor
- Configure to work with standard and custom DTDs and XML Schema



XML Editors: XMetaL Author

FlexDirect System Messages

Short Description: This topic provides reference information for populating system messages in FlexDirect Client and Participant.

Prolog: Author: Jeff Haas Source: Various stories Copyright: 2010
ADP, Inc. Permissions: internal Audience: administratoradministeringnovice
Keywords: system messages | messages | error codes | errors | error messages | warning messages | warnings | informational messages

LANGUAGE_ISO	COUNTRY_ISO	MESSAGE_SET_NBR	MESSAGE_NBR	MESSAGE_TEXT	MSG_SEVERITY
en	US	5500	1	Your new password does not match. Try again.	E
en	US	5500	2	The current password is incorrect.	E
en	US	5500	3	Your password must contain at least one letter and one number. Your password may also contain one of the following special characters ! - @ # \$.	E
en	US	5500	4	Your password must not match your current password.	E



XML Editors: XMetaL Author

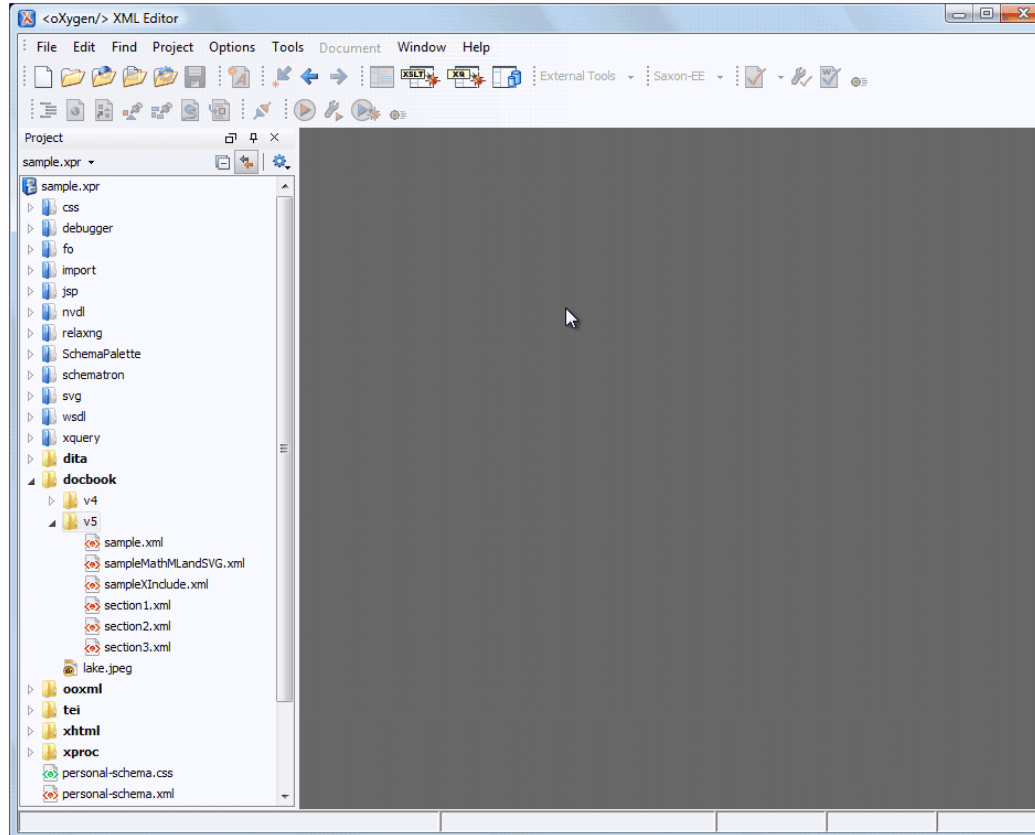
Jeff's take:

- Good for DITA
- Easy to update
- Automates workflow
- Easy to integrate with CCMS
like Trisoft DITA?



XML Editors:

<oxygen/> XML Editor



[For More Information](#)



XML Editors:

Xygen XML Editor

- Multi-platform XML editor, XSLT/XQuery debugger and profiler with Unicode support
- Java application that can run in Windows, Mac OS X, and Linux



XML Editors: <oxygen/> XML Editor

The screenshot displays the Oxygen XML Editor interface. The main window shows a DITA document titled "FlexDirect System Messages". The document content includes:

- Title:** FlexDirect System Messages
- Short Description:** This topic provides reference information for populating system messages in FlexDirect Client and Participant.
- Author:** Jeff Haas
- Source:** Various stories
- Copyright Year:** [2010] **Holder:** ADP, Inc. ⁴
- Permissions:** view=internal
- Metadata:**
 - Audience:** type=administrator job=administering experiencelevel=novice
 - Keywords:**
 - system messages
 - messages
 - error codes
 - errors
 - error messages
 - warning messages
 - warnings
 - informational messages

Below the text, there are several `colspec` elements defining column widths for a table:

```
colspec[colname:col1, colnum:1, colwidth:1.00*]
colspec[colname:col2, colnum:2, colwidth:1.00*]
colspec[colname:col3, colnum:3, colwidth:1.40*]
colspec[colname:col4, colnum:4, colwidth:1.10*]
colspec[colname:col5, colnum:5, colwidth:1.67*]
colspec[colname:col6, colnum:6, colwidth:1.21*]
colspec[colname:col7, colnum:7, colwidth:1.65*]
```

The table below is rendered from these specifications:

LANGUAGE_ISO	COUNTRY_ISO	MESSAGE_SET_NBR	MESSAGE_NBR	MESSAGE_TEXT	MSG_SEVERITY
en	US	5500	1	Your new password does not match.	E

The interface also shows a left-hand pane with a project tree and an outline view, and a right-hand pane with an attributes table and transformation scenarios.



XML Editors:

<Xygen/> XML Editor

Jeff's take:

- Cheaper than XMetaL
- UI not quite as intuitive
- Doesn't integrate as easily with CMS?
- Good alternative

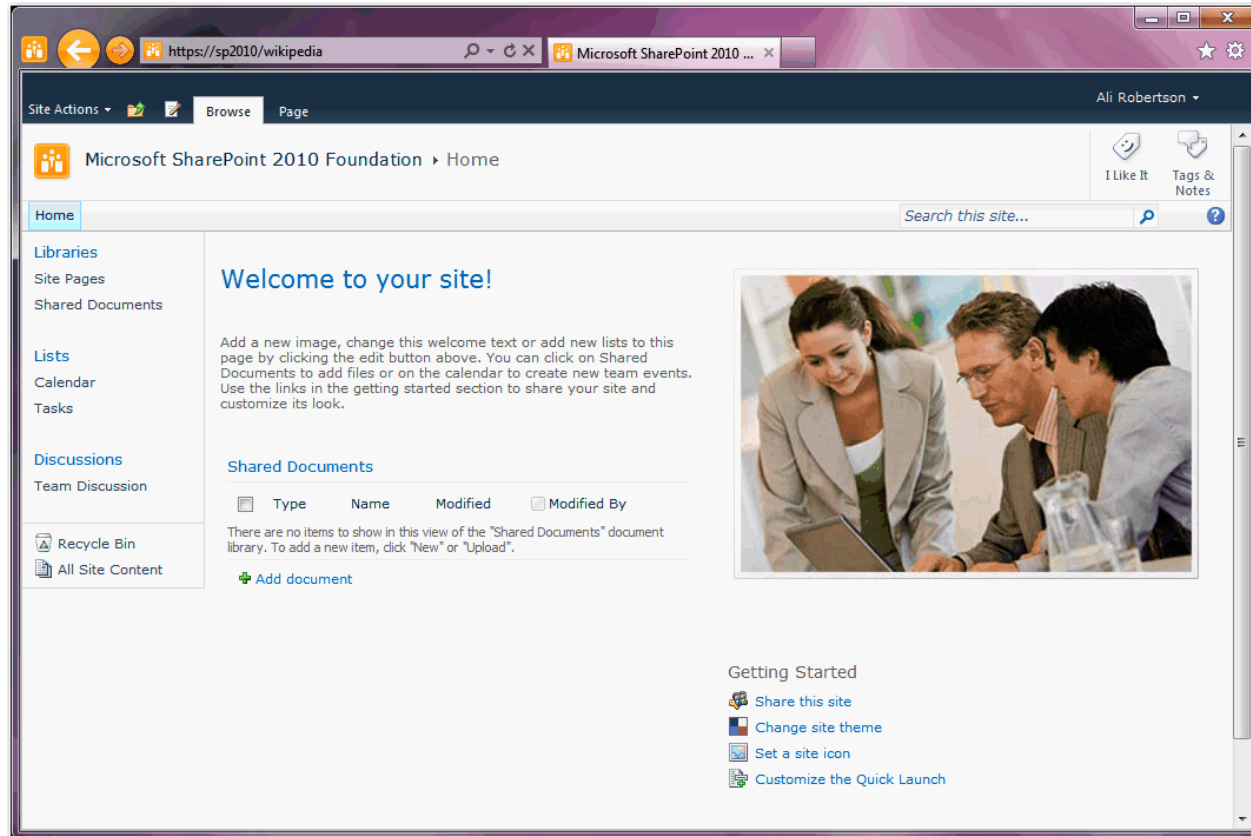


Content Management: Overview

- Document-Centered: SharePoint
- Crowdsourcing Wiki: Confluence
- Low-End Component: Subversion
- Proprietary Component: Author-it
- Open Component: SDL Trisoft DITA



Content Management: Microsoft SharePoint



For More Information



Content Management: Microsoft SharePoint

ADP NAS Development PMO & Integration

NAS R&D PMO | NAS 1 Team | Integration Projects | GlobalView PMO Portal | Vantage v1.03 Planning Page | v1.02 HotFix Planning

ADP Vantage HCM

Go Back To: [NAS Development PMO & Integration](#) / [ADP Vantage HCM](#) / [Analysis - Functional Specs](#) / [IDS](#)

Analysis - Functional Specs

New | Upload | Actions

Type	Name	Modified
Folder	DIT certs	6/15/2011 7:50 PM
Folder	FIT2 Access Info	3/7/2011 4:08 PM
Folder	Getting Started Source	4/19/2011 8:48 PM
Folder	HWSE Help	4/13/2011 1:47 PM
Folder	R.18.5 HWSE Standalone	6/8/2011 4:45 PM
Folder	vhcm_help_test	4/13/2011 7:02 PM
File	Functions by SubProject List	1/10/2011 6:22 PM
File	Getting Started on Vantage	4/1/2011 12:21 PM
File	Glossary	11/3/2010 9:55 AM
File	HRII IDS Content Development	8/11/2010 8:37 AM
File	HRII Overview for IDS Aug 2010	8/18/2010 2:22 PM
File	HRII Planning Deliverable IDS_Jan_2011	1/14/2011 8:22 AM
File	HRII Time Variables in System Messages_020911	2/9/2011 7:19 AM
File	HRii Writer Query Instructions	1/10/2011 6:20 PM
File	HRii_GL_Master_Message_Spreadsheet_ApprovedMsgs	6/6/2011 2:13 PM



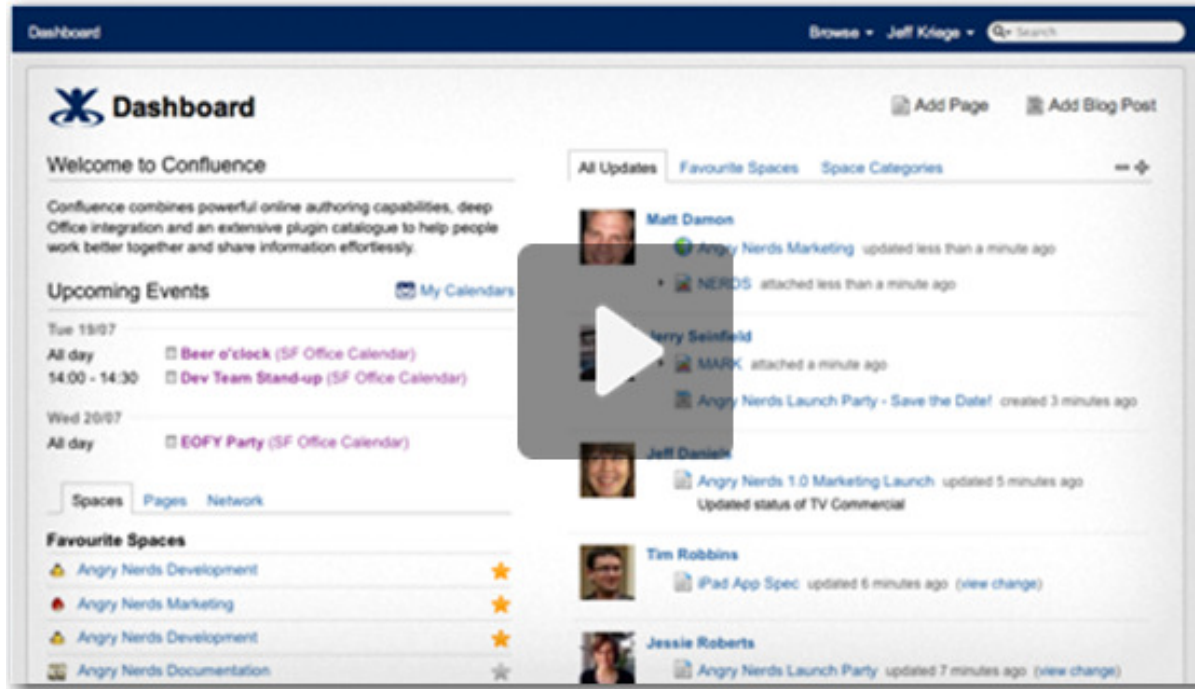
Content Management: Microsoft SharePoint

Jeff's take:

- Document-centric
- Only used internally
- Does not support components such as DITA objects



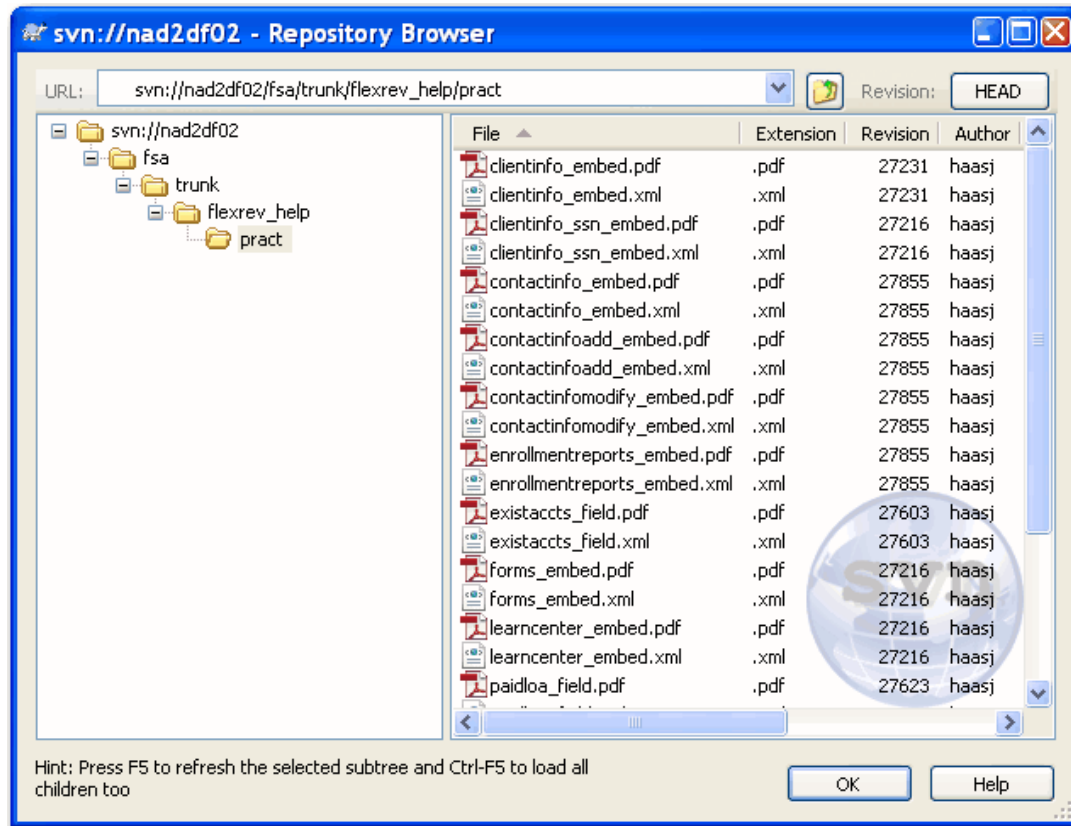
Content Management: Atlassian Confluence



For More Information



Content Management: Apache Subversion



For More Information



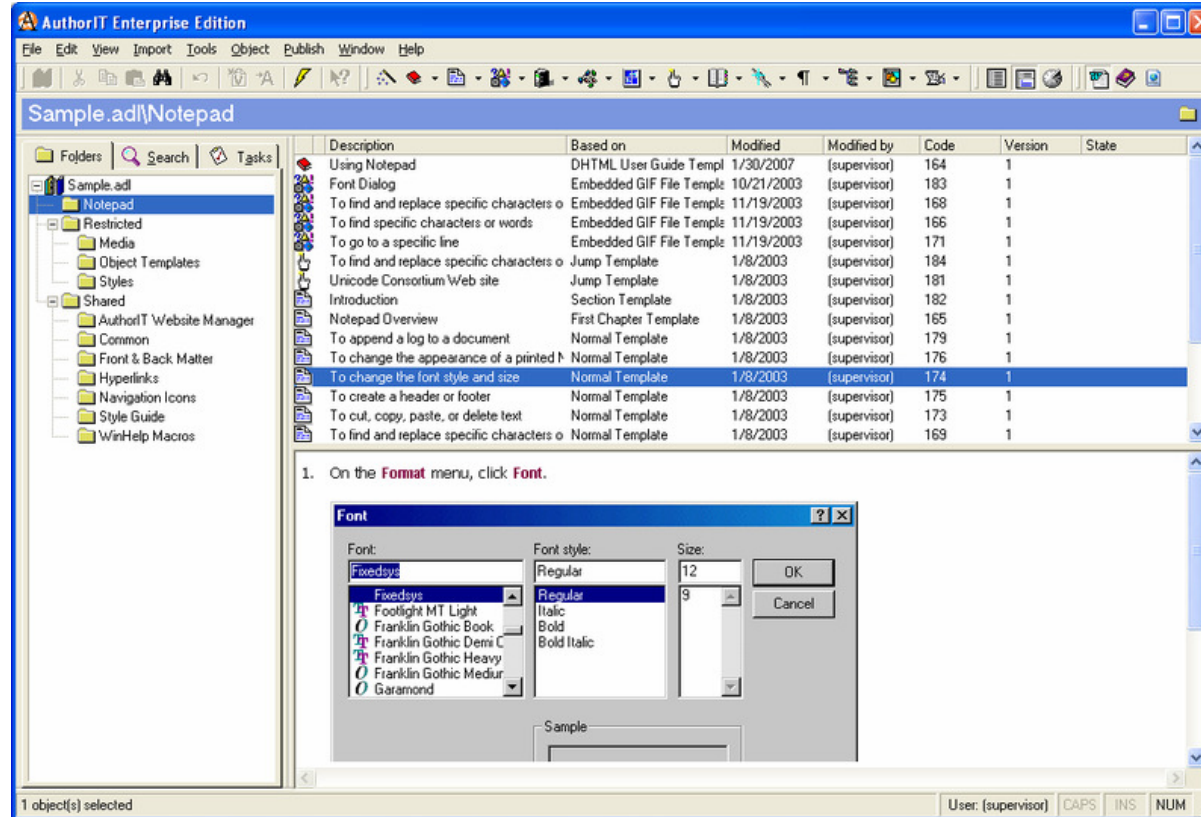
Content Management: Apache Subversion

Jeff's take:

- Poor man's CCMS
- Supports components such as DITA objects
- Version control and content management



Content Management: Author-it



[For More Information](#)



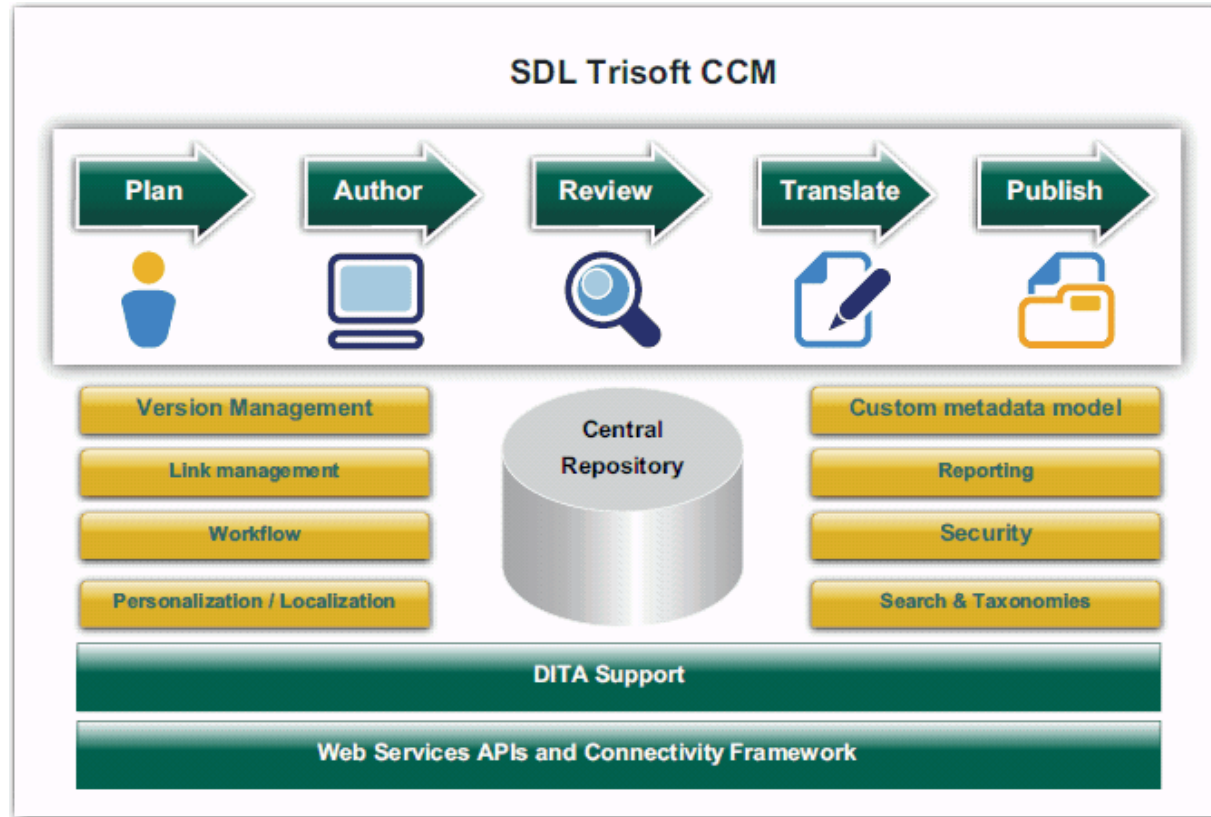
Content Management: Author-it

Jeff's take:

- True integration (XML Editor/CCMS/Translation)
- Proprietary
- Must “marry” the company
- Doesn't support true DITA output



Content Management: SDL Trisoft DITA



[For More Information](#)



Content Management: SDL Trisoft DITA

Jeff's take:

- True DITA integration with XML editors like XMetaL
- Open source, non-proprietary
- Haven't seen it in use yet



Translation Management: SDL WorldServer



[For More Information](#)



Q&A

“The key to success is helping others by doing what you love.”

—Me