Implementing defence documentation standards in fully controlled engineering management environments



An overview of the implementation of configuration management and the S1000D technical document standards into the technical data & content management system of the M113 Upgrade Project.

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Presenter **Tenix**[®]

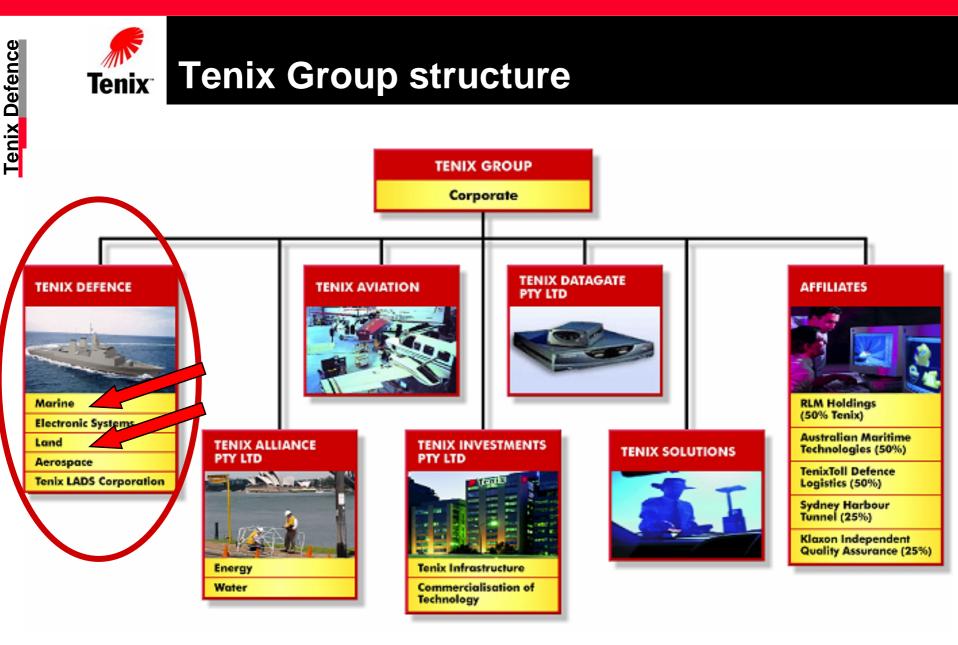
- Dr William P. Hall
 - Documentation & KM Systems Analyst, Tenix Defence H/O
 - Working on establishing cross-divisional communities of practice in the area of logistics documentation
 - Working towards developing common business solutions across our divisions

Co-Authors (Presenters for DefDoc05 conference in Melbourne)

- **Mr Garry Richards**
 - Systems Analyst, Tenix Marine Division.
 - Working on implementation of similar system within Marine Division.
- Mr Carl Sarelius
 - Technical Publications Team Leader, Land Division.
 - Working with the system on M113 Upgrade.

Tenix Scope of presentation

- Some introductory comments about Tenix
 - History & experience with large, complex projects.
- Critical issues relating to management of project data, information and knowledge.
- A new project allowed us to embody our understanding with the latest product lifecycle management technology.
- Focus on how we have extended the core technology to encompass content management.



Tenix Brief background

- **Tenix Defence:**
 - ***** Marine Division: ANZAC, Oiler, Protector,...Amphibious?
 - **Land Division:** ASLAV Upgrade, M113 Upgrade
 - Aerospace Division: P3-C Upgrade & maintenance
 - Electronic Systems Divisions: mostly small projects
- Several projects/products have 20+ year lifecycles:
 - ANZAC-01 1990 to ANZAC-10 2005 = 15 years + 27 years support
 - M113 1965 to M113 upgrade extends to 2020 = 55 years
- Critical issues relating to management of project data, information and knowledge over lifecycle
- Silo solutions for CM, CAD, MRP, Tech Doc, etc.
- Focus on configuration management as the core technology and how we have extended it to encompass content management - WHY ?

Tenix Major issues for Tenix's clients

- Capability when it is needed
 - Reliably does what it is supposed to
 - Available for service when needed
 - Maintainable problems can be fixed when they arise
 - Supportable critical needs available in supply chain
 - Operable within limits of human knowledge & capacity
- Health, safety and operational knowledge issues
 - Heavy/complex engineered products can kill!
- Life-cycle cost
 - Minimise acquisition cost
 - Minimise documentation, support & maintenance costs
 - Implement "lean maintenance" philosophy

Adequate performance on all issues depends on the quality of authoring, management and transfer of technical knowledge from supplier to operators and maintainers



Object lessons: what happens when configuration isn't managed or content isn't available

- Common NATO wisdom is that 5-9% of fatal accidents in military trace to documentation errors
 - I can't confirm this from an authoritative source
- RAN supply ship Westralia
 - HMAS Westralia Tragedy Board of Inquiry 1998
 - WA Coroner's Report 2003
 - Broken high pressure fuel hose caused engine room fire
 - Published configuration change procedures not followed
 - Four died, ship disabled for four years
- ESSO Longford Gas Plant
 - Longford Royal Commission 1999
 - Hot oil supply lost, gas separator froze, became brittle, broke and caused explosion when hot oil supply returned
 - Appropriate documentation did not exist/was not available to plant operators
 - Two died, Victorian gas supply interrupted for three weeks causing \$ 1 BN disruption to business



Major quality issues in delivering product/system support knowledge

- Client's delivery goals for operational/maintenance docs
 - Correct
 - Correct information
 - Consistent across the fleet
 - Applicable/Effective
 - Applicable to the configuration of the individual ship/vehicle
 - Effective for the point in time re engineering changes, etc.
 - Available
 - To who needs it, when and where it is needed
 - Useable
 - Readily understandable by humans
 - Readily managed & processed in computer systems
- Supplier's knowledge production and usage goals
 - Fast
 - High quality
 - Low cost

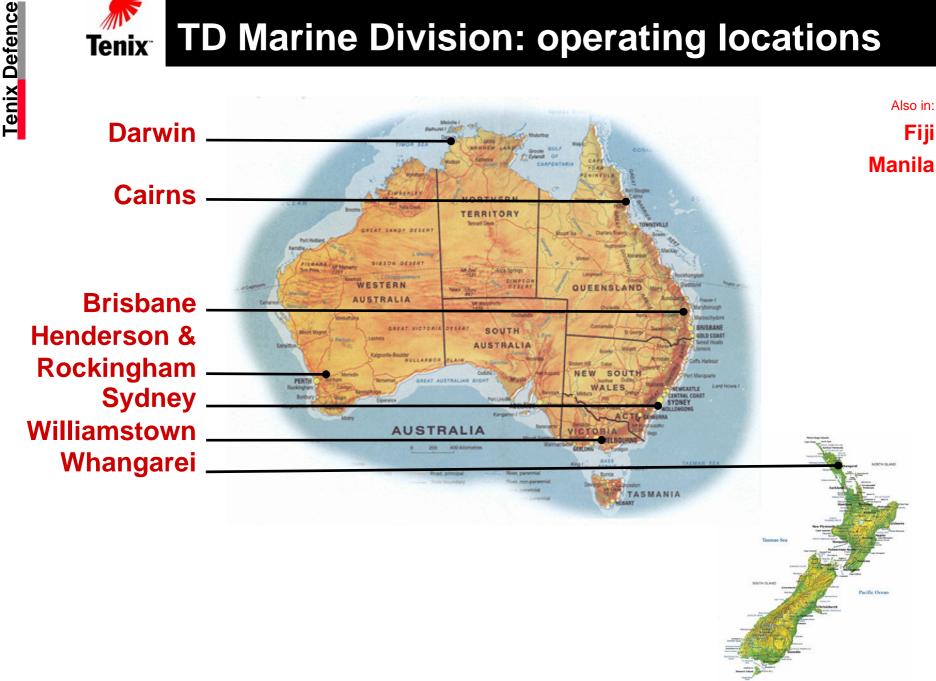


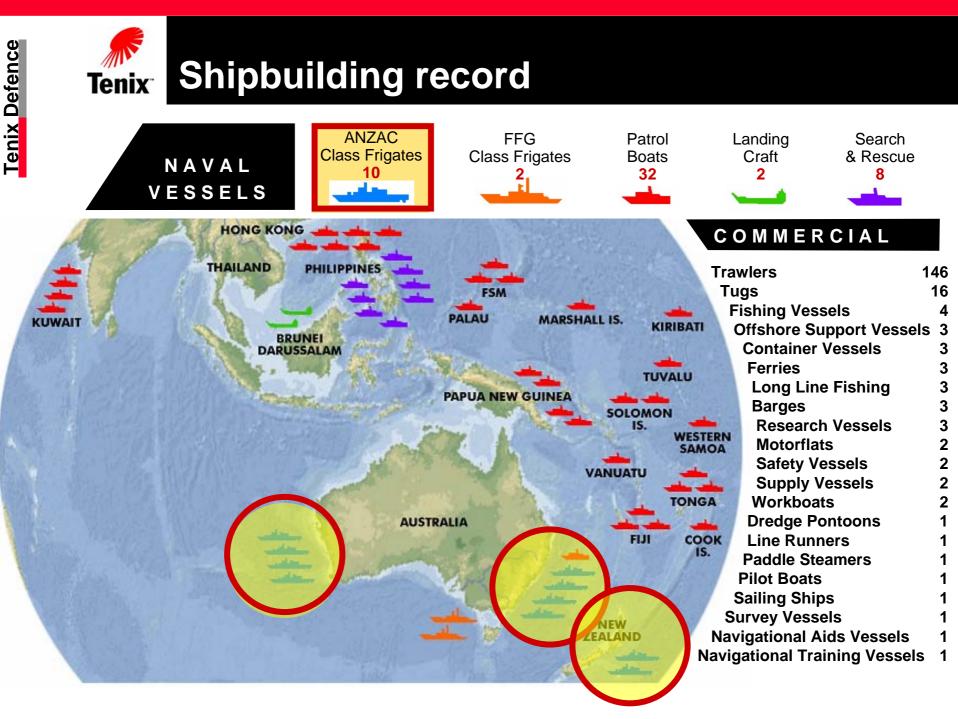
Tenix Leveraging Our Knowledge Management

- **1st Generation: Marine ANZAC**
 - WordPerfect merge & macros to validate against bespoke ILS database
- 2nd Generation: Marine
 - PM SIM (Planned Maintenance Data)
 - Using SIM (early version TeraText to manage PMD as SGML docs
 - Validate to SherpaWorks (Product Data Management)
- **3rd Generation: Land M113 Upgrade**
 - Configuration Management Information System (CMIS)
 - Matrix10 (PDM) full integration with TeraText (Docs)
 - S1000D concepts
- Working on 4th Generation shared solution across divisions
 - Current S1000D version covers
 - Other document models
 - Develop in TeraText and apply in same way to both TeamCenter (Marine/Aerospace and Matrix (Land)



TD Marine Division: operating locations







Tenix Defence

1989 to 2006 10 Ships - Fixed Price Contract In-service for another 27 years!



Tenix ANZAC Ship Project

- 8 ships RAN (+ 2 for RNZN)
- 2 Shore facilities (+1 for RNZN)
- Design & systems integration
- Procurement 80% competitively bid

- Integrated Logistic Support
- Warranty
 - 12 months for each ship
 - 2 year latent defects period



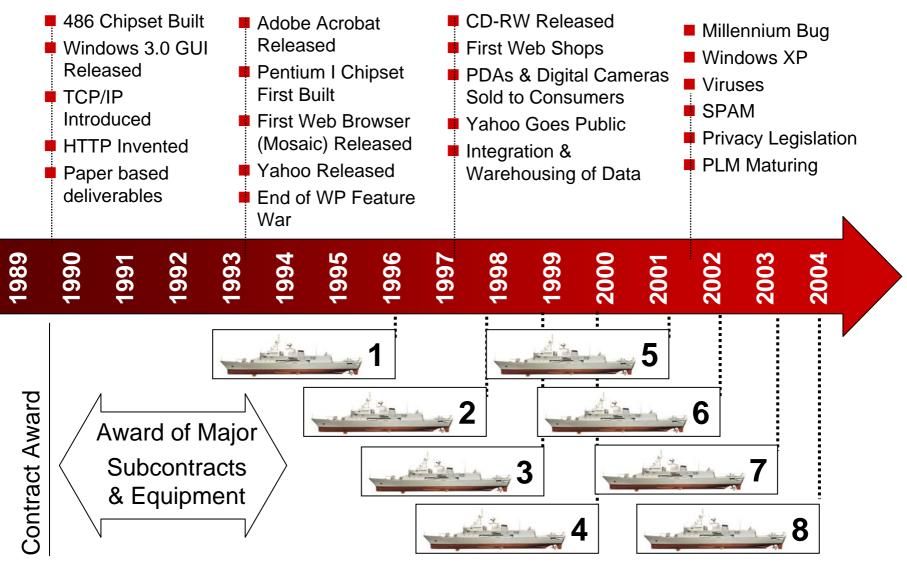
80% Australian & New Zealand Industry Participation

 10 ship years of Operational Availability Assessment Period





Historical Business Focus: Build & Deliver





Tenix It's a Data and Content Management Problem

- Tanks, Ships, Aircraft, Buildings, etc...
- A system is a system is a system...
- They are all systems!
- Those we manage all have long lifecycles!
- They all have critical data that must be managed throughout their lifecycles!
- Most documents include critical data
- Managing critical data in separate silos is inefficient and can result in errors
- How do you validate data in documents?

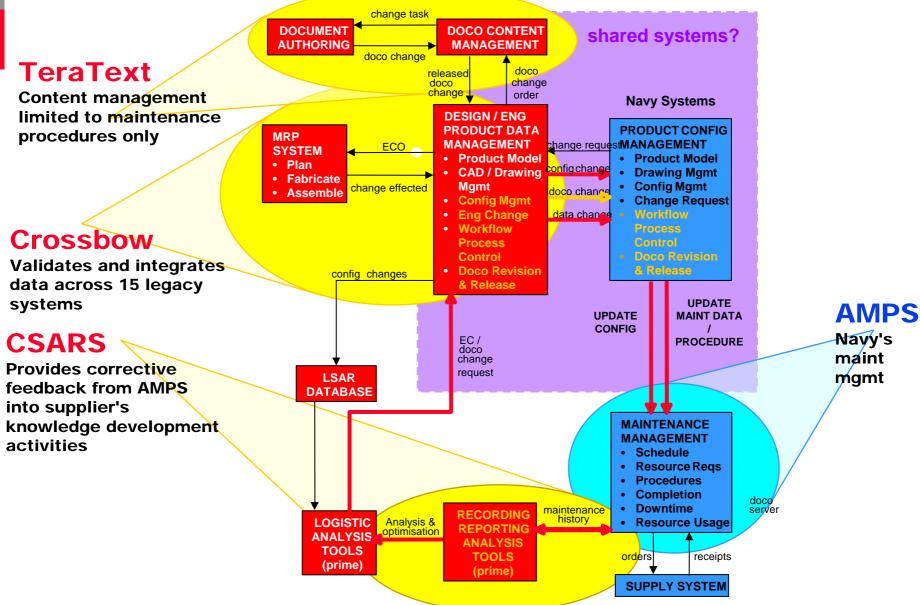
Tenix

It's a Data and Content Management Problem

- Budgets are being reduced or stretched
- Resources are scarce
- Timelines are shortening
- Greater compliance is required
- Accurate data is essential
- We have to leverage technology to achieve greater efficiency and reduce the effort required to manage the data
- What did we do in Tenix Marine Division?.....

Tenix

Tenix/Navy architecture developed in Melbourne for managing ANZAC Ship support knowledge





Tenix's ANZAC measured improvements from structured authoring and content management

- Tenix's Ship 05 delivery challenge in 1999-2000
 - Configuration management issues maintaining data consistently across 8,000 separate document files
 - Client difficulties feeding flat files into AMPS
 - Client threat to not accept 05 if we couldn't solve it
- SGML content management and TeraText resolved issue
 - Condensed 8,000 procedures for 4 ships to 2,000 class-set of 'SGML records' for 10 ships
 - 5 people completely reworked 2,000 routines in around 3,000 person/hours
 - Major quality improvement
 - Routines delivered for Ship 5 CUT 80%
 - Subsequent content deliveries CUT 95%
 - Keyboard time for one change CUT more than 50%
 - Change cycle time CUT from 1 year to days
- Client is now a good reference





Generation 3: TD Land Division

M113A1 Upgrade

- The Australian Army M113A1's were originally brought into service during the early 1960's.
- The purpose of the M113 Upgrade Contract is to improve protection, mobility, communications and firepower.
- Tenix is turning 350 worn out hulls into new state-of-theart vehicles with totally new technical data packs and documentation.

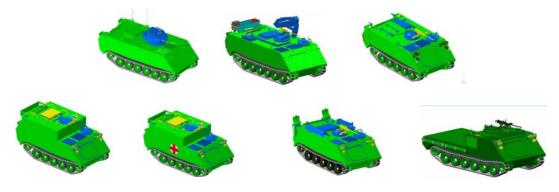




The M113 challenge

- Coherently manage all data and documents required to support the M113 fleet through life
 - This means technical data and publication content for:

7 variants



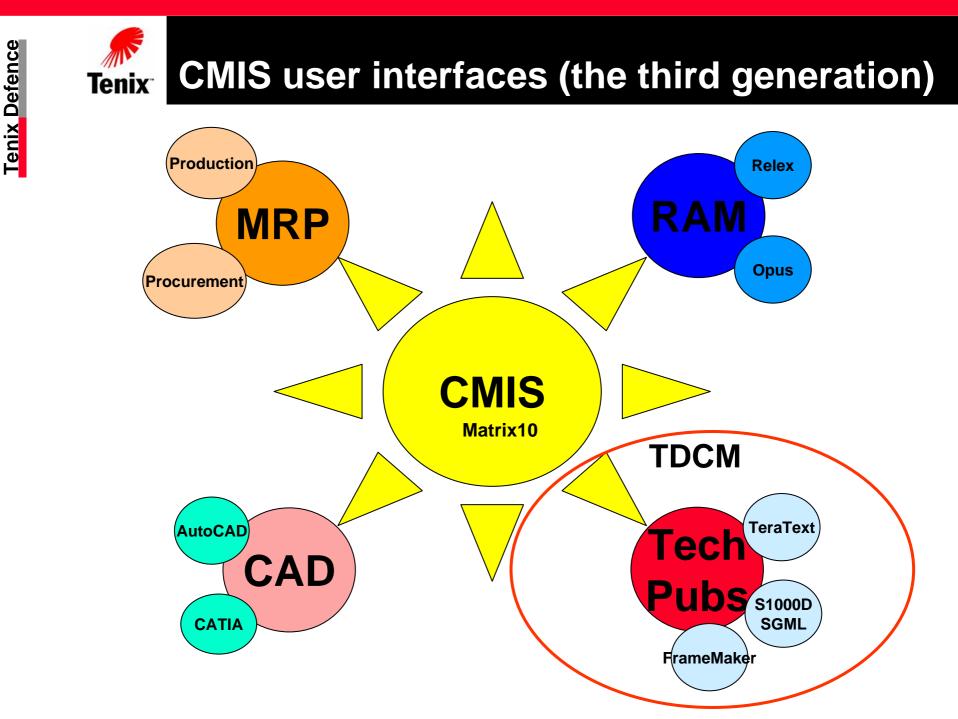
350 vehicles

- To say nothing of other projects also managed in the same system



The TD Land Division vision

- Configuration Management Information System (CMIS)
- Conceived as an Umbrella System
- Single user interface accesses all applications
- Data normalization applies to all project data and document components from the start
- Common workflow management environment
- Single point:
 - electronic signoff
 - engineering change management and tracking
 - cost and schedule control
- The umbrella covers everything!





Tenix The Configuration Management Problem

- There are 7 M113 variants
 - Several builds for some variants
 - Individual vehicles will evolve independently in service
- There are 60-80% common components
- How do we reuse the common data without having 7++ copies of everything?
- How do we control the variant specific data?
- How do we manage effectivity/applicability?
- How do we let everyone know about changes without being buried in paper?



Tenix The CM Problem

- If we change a component how can we be sure we have updated all of its related technical data?
- If the component is used in multiple variants how can we reuse and then manage the related technical data?
- We need to manage the technical data related to each component as well as the technical documentation (manuals) related to the system



The Data Management Problem

- So we needed to manage fragments of technical data instead of entire manuals and relate those fragments to the items in a Product.
- Therefore it had to be object oriented and it had to be in SGML/XML.
- Def(Aust) 5629A DTDs were unsuitable because of their paper based design.
- The S1000D Data Module structure was a perfect fit!



What is S1000D?

- International specification for technical publications using a common source database (<u>http://www.s1000d.org</u>)
 - Standard using SGML/XML and CGM for any complex system
 - Derived from AECMA S1000D, first issued by European Association of Aerospace Industries in 1989
 - Now adopted in North America, Europe and Australia
- Common Source Database (CSDB)
 - Combination of data module code, information types and metadata allows information to be called by query or table of contents designed to meet a specific user's needs.
- Data modules (DM)
 - A DM is a stand-alone info unit comprising data and content relating to a particular product, or product component
 - Common structure able to be stored and retrieved from CSDB using a smart data module code as an identifier.
 - Conforms to specific SGML/XML DTDs (i.e., parseable)



Tenix TD Land's Data Management Solution

- Matrix10 defines/knows the structure of the system (M113) and its components via the Product Breakdown Structure
- TeraText knows the SGML/XML structure of the S1000D Data Modules
- A component in Matrix10 is related to a Data Module object but the actual SGML Data Module file is stored in TeraText
- Authors work through the CMIS interface and check-in/out the SGML file into a text editor
- Authors never see or use TeraText directly

Tenix

The Data Management Solution

- Configuration Management (PDM Matrix10)
 - All components are configuration managed.
 - Build process is controlled by workflow.
 - Nothing happens without authorisation of an engineering change order and authorised cost codes.

Content Management (TDCM - TeraText)

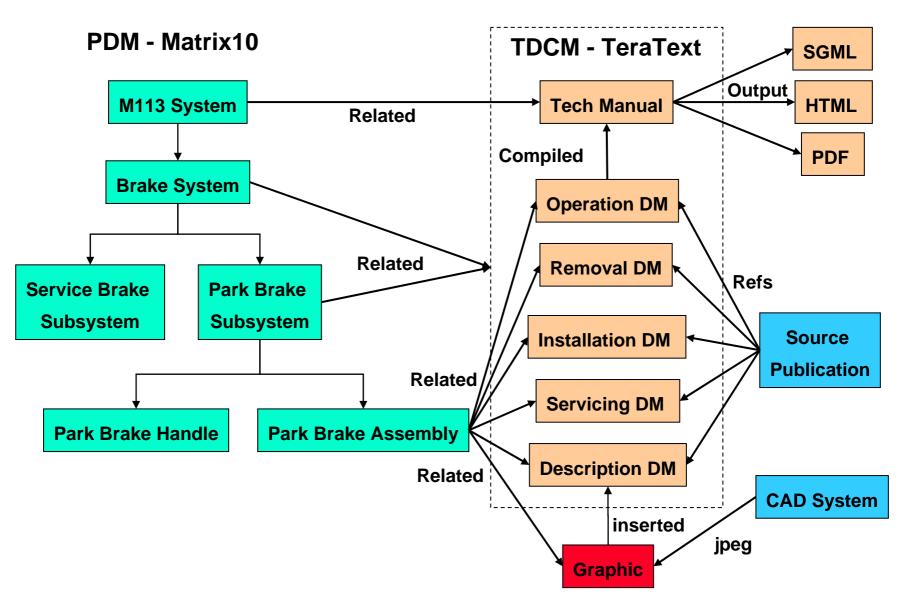
- Authoring in S1000D SGML Data Modules.
- Provides control down to element level.
- Library of Warning/Cautions/Notes.
- Library of Source Publications References.
- Library of Graphics.
- Annotations record author knowledge/sources.



Tenix The Data Management Solution

- The level of maintenance required defines the content of the technical data required by system, subsystem, assembly and component.
- There is a Technical Manual structure view showing Data Module and Graphic workflow status indicating their readiness for output:
 - no release = no output
- Multiple output formats from a single source:
 - SGML
 - HTML
 - PDF
- Instant impact analysis and reporting of engineering changes.





Tenix Business Issues

- Business process analysis:
 - Requirements
 - Workflow
- Change management:
 - Business
 - Configuration management
 - Content management
 - Training
 - Authoring team
 - Technology:
 - PDM
 - New authoring tool
 - SGML
 - S1000D
 - Authoring approach

Tenix Summary

- Managing document technical data
 - Authoring process for controlled changes to authored content
- About 70% of content is common to all manuals
 - DMS only manages whole documents and does not know what is common to other documents
 - TeraText Content Management system manages the components that make up the document
 - Reuse, don't rewrite!



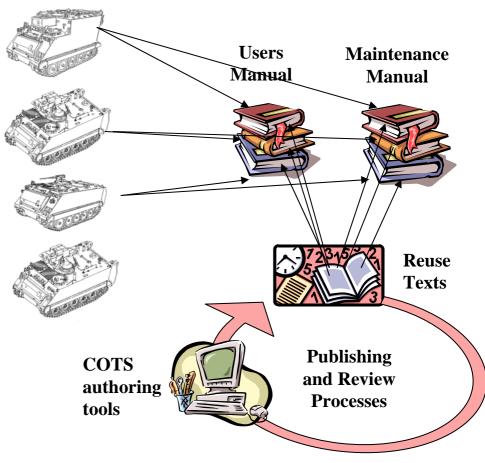
- Only small component may change in a document
 - DMS or file system requires whole document to be stored again
 - TeraText Content Management System stores common components once and tracks versions of components as well as whole documents
 - Know "where used"

Tenix Summary 3

We're addressing the content management challenge by...

- Adopting a long term view of the content
- Ensuring the document model supports authoring at the document, component and fragment levels
- Truly sharing (reusing) common texts vs rekeying common texts
- Direct sourcing of PDM data into parts lists tables
- Supporting auditable review processes and version control
- Using tools and content model to assess impact of change
- Building documentation set using industry standards and tools
- Using COTS authoring tools
- Applying industry standards for long life content







Working towards the future: Integrated fleet lifecycle knowledge management

- PDM framework understands project and product structure
 - All information products and document content relating to engineering and logistic support linked down to the lowest level units of maintenance interest to individual vehicle level
 - Other information products and document content linked to project phase and work breakdown structure
 - Global query and retrieval, common workflow environment
 - PDM now known as Product Lifecycle Management (PLM)
- Integration of PDM, Maintenance Management and Supply
 - Feed forward: maintenance plan, maintenance routines, schedule requirements parts & materials requirements
 - Accumulation of operational data: downtimes, spares usages, labour & materials costs, maintainer observations
 - Feed back: Operational data, costs, availabilities, etc.
- Logistic support analysis tools
- Engineering change management

The Working System



An overview of the system as the technical authors see it.

Carl Sarelius



Tenix Background

- Contract: All CM in M113 Project according to
 - TRAMM (Technical Regulation Army Maint Mgmt)
 - MIL-STD-973 (Configuration management)
- Documentation standards
 - The Documentation Look: Def(Aust) 5629A/B
 - The Documentation Structure: S1000D

Tenix TDCM - Scope

- Data Module List (DML)
- Create/Author DMs
- Version Control
- Review DMs/Life Cycle
- Create Technical Manual
- Finished product/other views





- **Data Module (DM) associated with part and/or system.**
- Team Leader needs to determine level at which DM gets created.
- Allocates to team members.

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| Engineering Bill of Materials | | | | | | | | |
| Equivalents | Name | A | Ver | Status | Data Module Type | Subtype | Seq | |
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| Lifecycle Reference Documents | | | 1.0 | | | | 10 | |
| Revisions | | <u>5005000-equipover</u> | 1.0 | Release | Equipment Overview | | 10 | |
| Route | | _ | | | | | | |
| Spare Parts | | <u>5005000-operatinst</u> 1 <u>1</u> | 1.0 | Release | Operating Instructions | | 10 | |
| Specifications | | 5005000-operatinst | | | Operating | | | _ |
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| Technical Manuals | | | | | | | | |
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| Data Modules | | | | | | | | |
| Data Module Graphics | l | | | | | | | |
| Derived Output | 1 | | | | | | | |



Create Data Modules

- Creating DMs attaches DM to that part if part changes, system notifies that DM may need changing.
- DM Creator inserts applicable meta data.
- Once created, work with through 'Operations' link from menu, and authoring tool of choice (FrameMaker, Arbortext, etc).

Tenix DM Operations

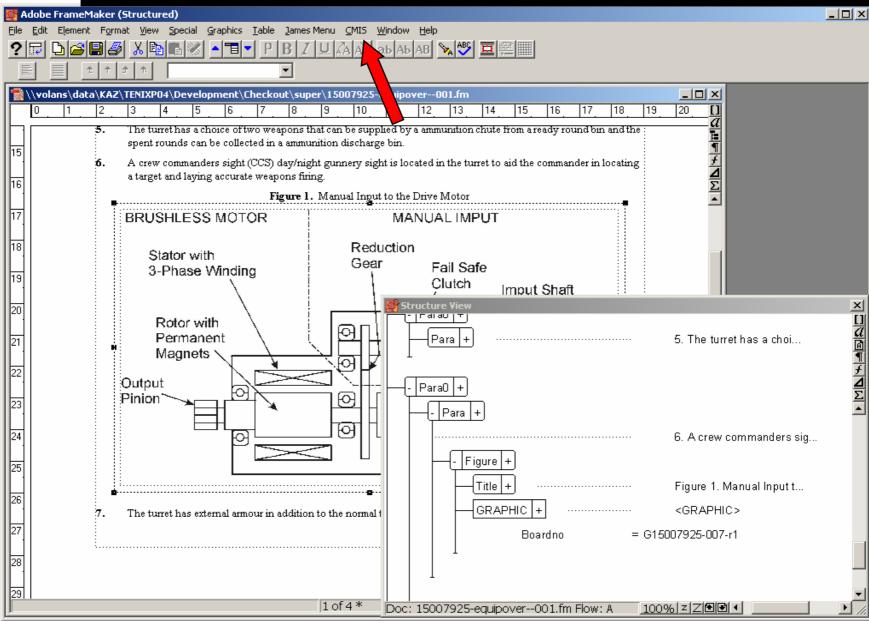
| Matrix10 Applications - Microsoft I | nter | net Explorer | |
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| File Edit View Favorites Tools H | elp | | |
| Tenix Configuration M Informat | lan ion | agement System | CMIS |
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| Substitute Parts In | | 15005000-datasum001 rev 1: Operations | |
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| Part Reports | | Operation to Perform | |
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| Serialised Parts | | View previous version on-line | |
| Technical Manuals | | Open previous version in external viewer | |
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| Revisions | | | |
| Data Module Reference: | ; | | |
| Referenced By | • | | |
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Authoring Environment

- The Tenix FrameMaker Authoring Environment has been modified to support the TeraText Interface.
- The customised CMIS option on the tool bar provides links for the authors to readily access and insert:
 - Warnings Cautions and Notes
 - Data Module References
 - External Source Publication References
 - Data Module Graphics, and
 - to save the data modules in SGML format.

Tenix Authoring Environment



Tenix Version Control

- Provided by PDM/TeraText.
- Can check back in or leave checked out: depends on business/team rules.
- Can go back to previous versions if required.
- System manages version numbers.
- Author independent.



Check-in successful

Operation to Perform

View on-line

Open in external viewer

View previous version on-line

Open previous version in external viewer

Open existing check-out file

Check-in

Cancel Check-out

Microsoft Internet Explorer

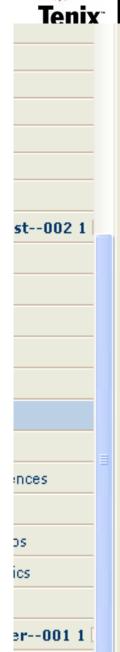


Data module 15005000-operatinst--002 successfully checked in as version 0.4.



eferences

atinst--002 1



Check-in unsuccessful

Operation to Perform

View on-line

Open in external viewer

View previous version on-line

Open previous version in external viewer

Open existing check-out file

Check-in

Cancel Check-out

Microsoft Internet Explorer



Cannot check-in data module.

System Error: #1600039: E6003-WEBS: Error detected by SP parser when in "SGML" mode. <SIM>sgmlString:31:41:0.71:E: end tag for "PARAO" which is not finished <SIM>sgmlString:31:41: open elements: DMODULE CONTENT[1] DESCRIPT[1] PARAO[1] (SUBPARA1[1]) 28: <warning vital = "0"><?DMS-Component componentId="8d95051c-7c02-4f7c-bb8... 29: <para>THE TCU WARNING LAMP IS A GENERAL INDICATION OF A FAILURE AND DOES... 30: <para><?TDCMANNOT ID="c58a157c-33d5-40a0-b6a1-5c52b7782eca">The driver s... 31: <subpara1><para></para></para0> ---^----

32: <para0><title>ENGINE</title>

33: <para><?TDCMANNOT ID="c618b84f-92db-46e0-a0e5-596bb4bf62bd">The emergenc...

34: <subpara1><para><?TDCMANNOT ID="1cecba15-3b65-4712-9eeb-129456b5ab82">en...





Previous Versions

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| ubs | Version Number ▼ 0.4 0.3 0.2 | Test Everything Test Everything Test Everything | Mon May 23 14:20:44 2005 Mon May 9 08:52:59 2005 Sat May 7 12:57:38 2005 | | | | | | |

Tenix Review DMs/Life Cycle

- Review process completely on-line.
- Reviewers notified via e-mail with link to DM for review.
- Reviewers can annotate but not edit text.
- Reviewers can reject DM text (and send back to edit) or accept (and promote in life cycle).
- Life cycle tracks progress of DMs.
- DMs can be demoted back to edit at any time EXCEPT if released.



Edit

➡ Internal Rev...



CoA Review

1

Approved

1

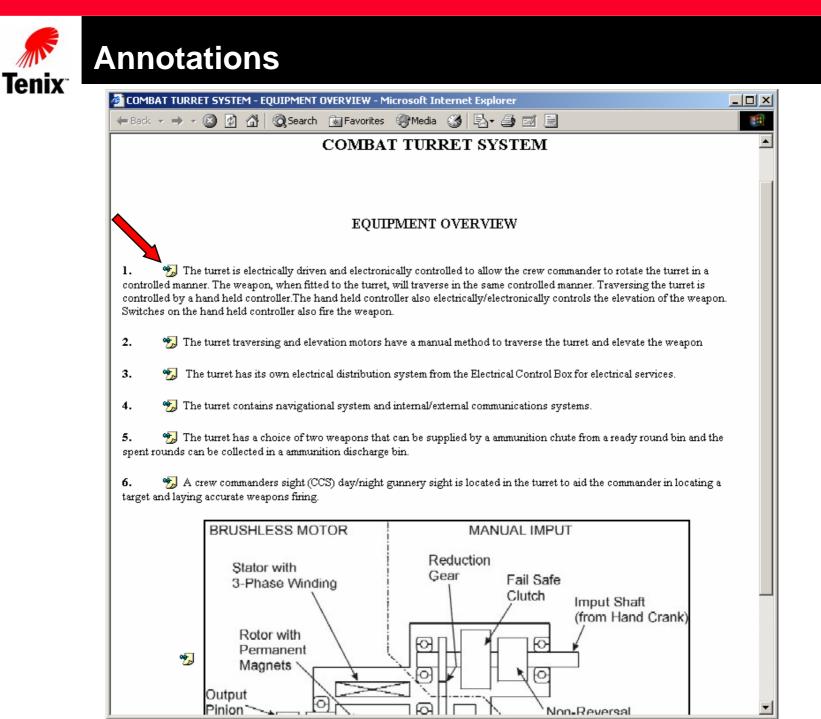
Release

Obsolete

Create



- Three types:
 - Author:
 - Visible to other internal staff
 - Internal Reviewer:
 - Persist for life of major version
 - Dropped from document when released, but kept in version archives for audit and change tracking purposes
 - Capture reviewer comments and requests for author corrections
 - Only visible to authors and internal reviewers
 - Client (external) Reviewer:
 - Can only see their own annotations
 - Managed in the same way as internal review annotations







Annotations

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Tenix Create Technical Manual

- Prelim and post pages already defined by DTD.
- Technical manual produced for variant.
- Searches for DMs satisfying specific criteria.
- Shows release state of component modules.



Manual Generation

- The Technical Mar generated as a background proce
 - When the generate manual process ha been completed ar is sent to the man owners group.

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Tenix Manual Generation

15005000 rev A: Status Report

| Object Name | Ver | Seg | Status | Notes |
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