

- Content Management System
- Data Migration
- Delivery
- Information Architecture
- Information Development Competence Center
- Localization and Translation
- Process
- Standards
- Tools and Platforms**

## OneDoc Toolbox

Central Functions | Quality Assurance & Customer Care | Central Quality Assurance | Central Information & Documentation | OneDoc Program | OneDoc Toolbox



The OneDoc Toolbox provides a single access point to OneDoc Program resources for Alcatel-Lucent information development teams. This toolbox organizes and presents the relevant technical information, tools, resources, and services that support the OneDoc Program.

Resources help users obtain support and training and stay informed on Onedoc.

### OneDoc Program Components.

Consistent with the OneDoc Program strategy, the major areas of interest are:

- **Content Management System** - The OneDoc Program Content Management System (CMS) uses the X-hive® Content Management System. The X-hive CMS is capable of supporting large user groups and is fully compliant with the W3C® Consortium requirements. Any file type can be stored and maintained in the CMS but the focus will be on the OneDoc XML standard, using the UniDoc DTD.
- **Data Migration** - The OneDoc Program sponsors data migration services that convert legacy source files to OneDoc Program markup standards, clearing the path to reuse and consistent source file formats for OneDoc XML, Adobe® FrameMaker®, and Microsoft® Word authoring.
- **Delivery** - The OneDoc Program provides tools to assist delivery of published documents and product libraries and provides access to technical documentation repositories.
- **Information Architecture** - The OneDoc Program identifies organizing structures for technical content of documentation for both generic and business group-specific information architectures. The OneDoc Program also provides a user and task analysis repository for use in designing new information architectures.
- **Information Development Competence Center** - Alcatel-Lucent CTO-CIS Information Development Competence Center (IDCC) is a one-stop shop for information development, chartered with servicing the information needs of our company worldwide. The IDCC partners with Alcatel-Lucent business divisions in the creation of user guides, troubleshooting guides, marketing presentations, and customer-specific handbooks.
- **Localization and Translation** - The OneDoc Program provides tools to assess and provide product information localization and translation services along with conceptual knowledge to increase quality and efficiency of translatable source.

Links from the navigation bar direct users to details and resources for each Onedoc element.


Brief description of each Onedoc element



### OneDoc Resources

- [Bulletin Board](#)
- [Change Alerts](#)
- [Contacts](#)
- [FAQs](#)
- [InfoForums](#)
- [Technical Support](#)
- [Training](#)
- [RSS Feed](#)
- [UTA repository](#)
- [Weekly Updates](#)

### What Is New on This Site:

- posted.**  
(Post Date: August 19, 2009)
-  **New OneDoc 3.0 Release. See the Change Alert for summary of changes to the platform tools.**  
(Post Date: August 14, 2009)

As new content and tools are added, users are alerted through the "What is new" scroll.

# Development and Content Management Platform

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Available from one portal, OneDoc provides **corporate-wide** ...

- XML authoring and graphics tools (licensed software applications)
- A tool for automated checks of grammar, style, and consistent terminology
- A standard DTD and layouts for PDF, web docs, and on-line help
- Support for non-XML authoring packages with templates and production facilities to ensure consistent output before migration to XML
- Access to the Content Management System
- Automated production tools with web interface for authors
- Services for document migration to XML and to the CMS
- Access to user training, to the ticket system and to the change review board

# Process and Standards

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## The Information Life Cycle Process...

- is a common information development process for customer documentation
- aligns with the requirements of the corporate product life cycle
- incorporates best practices from former companies and the industry

## The OneDoc Program Standards include...

- *Alcatel-Lucent Corporate Writing Style Guide*: Standards for grammar, style, terminology, numeric data, usage, document marking, etc.
- *OneDoc Content Standards*: Standards for content of title and legal pages, conformance statements, safety text, indexes, graphic components, and other content types, such as parameter descriptions
- Tools support for checking grammar, style, and consistency of terminology

# Consolidated Services

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Services managed for all Alcatel-Lucent:

- **Localization and Translation Services**, including terminology management and professional QA

Documents are submitted through a web portal.

- **Publishing, Delivery, and Web Hosting Services** (corporate-wide documentation portal)

Handoff of files and metadata from authoring teams to publishing is done through a web portal.

- **Information Development Services** in collaboration with product group documentation teams

Services are provided from the Alatel-Lucent Information Development Competence Center in India.

# Working Across Organizational Boundaries

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The OneDoc program covers Alcatel-Lucent information development activities in all product groups globally.

Analysis, program design, and implementation across all product groups and global regions:

- Analyzed best practices in January 2007 in a work group of senior documentation managers invited from all product group and regions
- Gathered 30+ documentation leaders, Procurement, and IT leaders for a face-to-face program review
- Partnering with Procurement, IT, R&D, Marketing and Sales, Services, Corporate Communication, Quality, Law, CTO, and other functions to ensure alignment, consistency, and seamless information flow

# Continuous Improvement

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## Inputs

OneDoc Team reviews inputs from Customer survey, Client survey, Comments hotline, Client Review Board, client requests, ticket system, Corporate standards, and industry standards.

## Delivery and Communication

OneDoc Team makes modified program elements available and communicates changes to stakeholders.



## Analysis and Design

OneDoc Team analyzes requirements and designs changes to OneDoc Program elements.

## Implementation and Review

OneDoc Team implements modifications to OneDoc Program elements.  
OneDoc Team and client stakeholders review and test changes.

# Results

