Publishing Single Source DITA content
KONE worldwide

- Moline, IL
- McKinney, Texas
- Torreón
- Essen
- Keighley
- Hyvinkää
- Helsinki
- Ústi nad Labem
- Pero
- Chennai
- Kunshan

- Global R&D centers
- Production site
- KONE is present
- Head office
Product Information Centers in KONE

Product Information Center
USA

Moline

Product Information Center
Global Processes
Training Center
Hyvinkää, Finland

Product Information Center
China

Shanghai

Product Information Center
China

Kunshan
Single Source Modular Content with DITA
Next Gen Way of doing, big picture Content Creation

- Training and Support
- Coaching DE, reviews Teams
- Project management
- Roles
- Process
- Quality
- New Information products
- Tools
- Systems
- Reuse
- Standards
Next Gen Way of doing, bigger picture

Product Lifecycle Management

Content Localisation

Managing and Delivering Publication

User Satisfaction and Feedback
Process

**Project management**
- Startup
- Project Plan
- Followup & reporting
- Auditing
- Change Management
- Closing

**Analysis & planning**
- Impact and Requirements Analysis
- Content Analysis
- Content Plan

**Implementation**
- Storyboarding
- Content Creation
- Review & Approval
- Publishing
Roles

Stakeholders

Chief Writer
Chief Illustrator
Chief Information Architect

Info Product Author
Program Manager

Writer
Illustrator
Animator
Technology

Efficient Processes

State of the art technology

Global Standards

Skilled partners

Part of KONE Way

Arbortext

documentum

Office SharePoint Server 2007

DITA Exchange™

Microsoft Office Project

W3C

OASIS

ISO

ANSI

COMTech

HORNER

SeicoDyne GmbH

Wingspan Technology, Inc.

Armedia
Content, version and language management
Localisation Model, Example

Corporate Master Content
Master offering in different languages

Basic localisation
Local offering & Product names
Non-applicable part of global offering removed

Local content
Add-on local content
Utilises global structures and templates
Content Localisation example
Local Product Offering

KONE MonoSpace® R7
KONE MonoSpace® R7 solution has been customised for low- and mid-rise buildings and it is designed for a luxurious ride.

When it comes to deciding how the elevator should look and feel, the possibilities are almost endless. This new concept in elevator ambiance is based on proven KONE MonoSpace® technology, which has been the world’s leading machine-room-less solution for over 10 years.

- KONE MonoSpace® R7 elevators

Related information
- R-series brochure
- R-series planning guide
- R-series option price list
Localisation of Content
Produce Local Topics

KONE in China

As an investment of KONE Corporation in Finland, KONE Elevators Co. Ltd. was established in 1996 as the major base for the Asia-Pacific area for the production of elevators and escalators.

To ensure top quality, KONE Elevators Co. Ltd. has modern facilities, efficient processes and the most advanced technologies. The company owns a production area of around 142,000 square meters.

KONE has also established a Research and Development Center in China for the Asia-Pacific business. It is the sixth R&D centre KONE has around the world. KONE offers close to 20 branches in China, with the ability to provide services around the country.

Figure: KONE locations in China

1. Shanghai - Headquarters
2. Kunshan - Manufacturing base
Localisation Model, Managing Changes

**Corporate Content**
- New DITA map (+Topics and Graphics)

**Localized content**
- Map differencing
- Manage Variables
- Content Approval Cycle
- Topic differencing
- Add/remove Topics

**Content Localisation**
- Content
- Localisation

**Local site**
- Published Site

**Corporate Master Content**
- Master offering and language version updated as new versions of content in a managed release

**Localised content**
- Local offering by editing the content map
- Notifications on changes and diff maps
- Ability to clone maps and topics
- Approval workflow

**Pure Local content**
- Maintained locally
Practical Advice

- Have a clear vision of what you are going to achieve
- Have a clear, well defined and documented process
- Communicate!
- Build quality control and coaching into the process
- Build performance standards and measurement
- Know what you are doing, the consultants necessarily don’t

- Keep it simple:
  - Clear roles and interface for the systems and tools
  - Do not customize (too much)
  - Use standard interfaces between the systems