



**IXIASOFT**

# Documentation Production Metrics Using DITA within a CCMS

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# Who is This Guy?



- Keith Schengili-Roberts
- DITA Information Architect with IXIASOFT
  - Supports DITA CMS
  - Member on OASIS DITA Adoption and Technical Committees
- Also the guy behind the DITAWriter.com website
- Formerly Tech Docs Manager at AMD
- Have been using DITA for 10+ years

# Agenda

- Introduction to the IXIASOFT DITA CMS
- Displaying interim project statistics
- Getting useful production results in Excel
- Exporting a Data Set Definition to obtain R.O.I. on DITA content reuse
- Q/A

# Counting String Instances in Excel

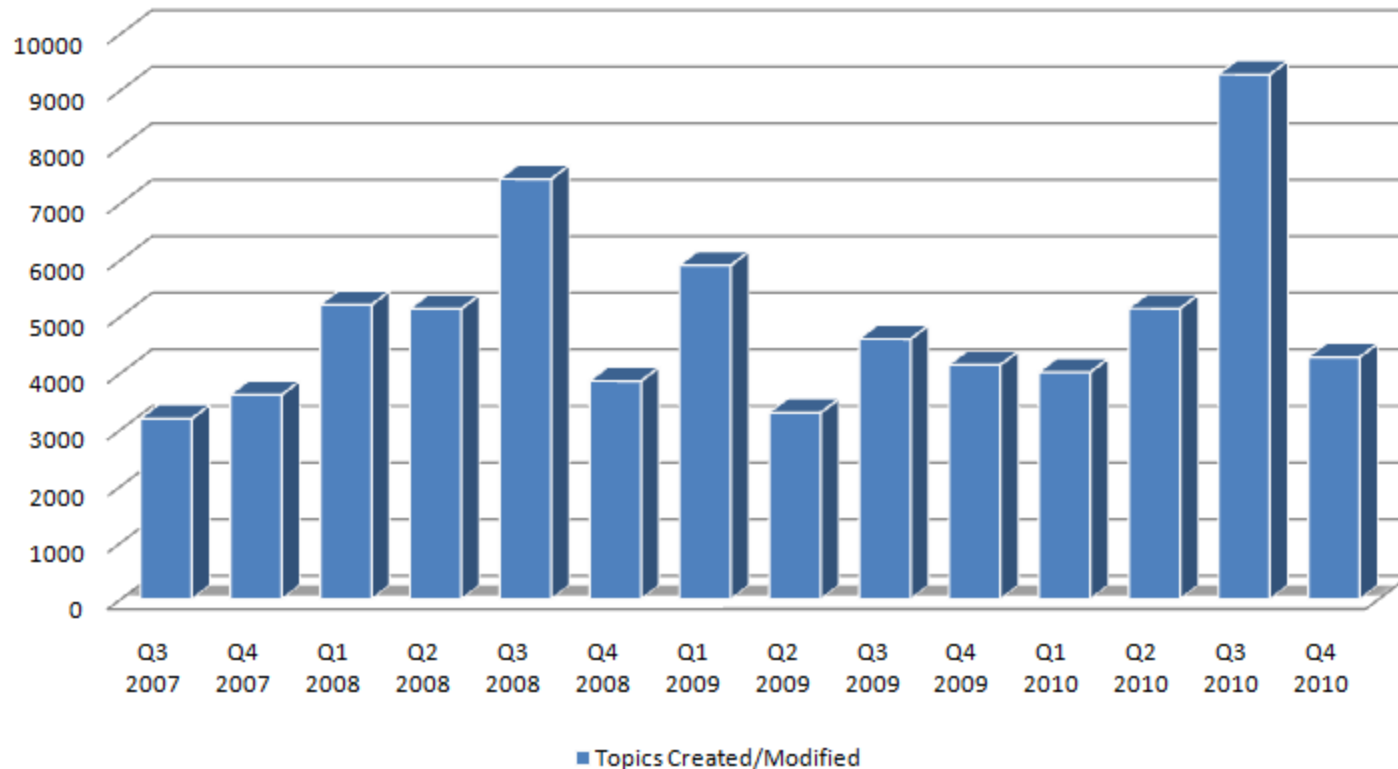
- Simple formula:  
select column and  
use COUNTIF with  
string you are  
looking for:

=COUNTIF(D1:D24,  
"concept")

	A	B	C	D	E	F
1	Title	Status	Locked By	Type		
2	Workspace environment	Authoring:work		concept		
3	Generating data views	Authoring:work		concept		
4	Image Warehouse	Authoring:work		concept		
5	Query warning messages	Authoring:complete		concept		
6	How is organized	Authoring:work		concept		
7	Query filters	Authoring:work		concept		
8	Image Warehouse	Authoring:work		concept		
9	Cluster capacity reports	Authoring:work		concept		
10	About this guide	Authoring:complete		concept		
11	Quick reference: data views	Authoring:complete		concept		
12	System notifications	Authoring:complete		reference		
13	Product Name Variables	Authoring:work		reference		
14	Troubleshooting cluster reporting problems	Authoring:review		reference		
15	Messaging Overview	Authoring:work		reference		
16	Product Name Variables	Authoring:work		reference		
17	System performance	Authoring:work		reference		
18	features and benefits	Authoring:work		reference		
19	Frequently Asked Questions	Authoring:work		reference		
20	About	Authoring:work		reference		
21	Quick reference: System health indicators	Authoring:complete		task		
22	Logging on to	Authoring:work		task		
23	System diagnostics	Authoring:work		task		
24	Customize Views	Authoring:work		topic		
25						
26						
27			Concept	=COUNTIF(D1:D24,"concept")		
28			Reference	COUNTIF(range, criteria)		
29			Task	3		
30			Topic	1		

# Topic Production per Quarter

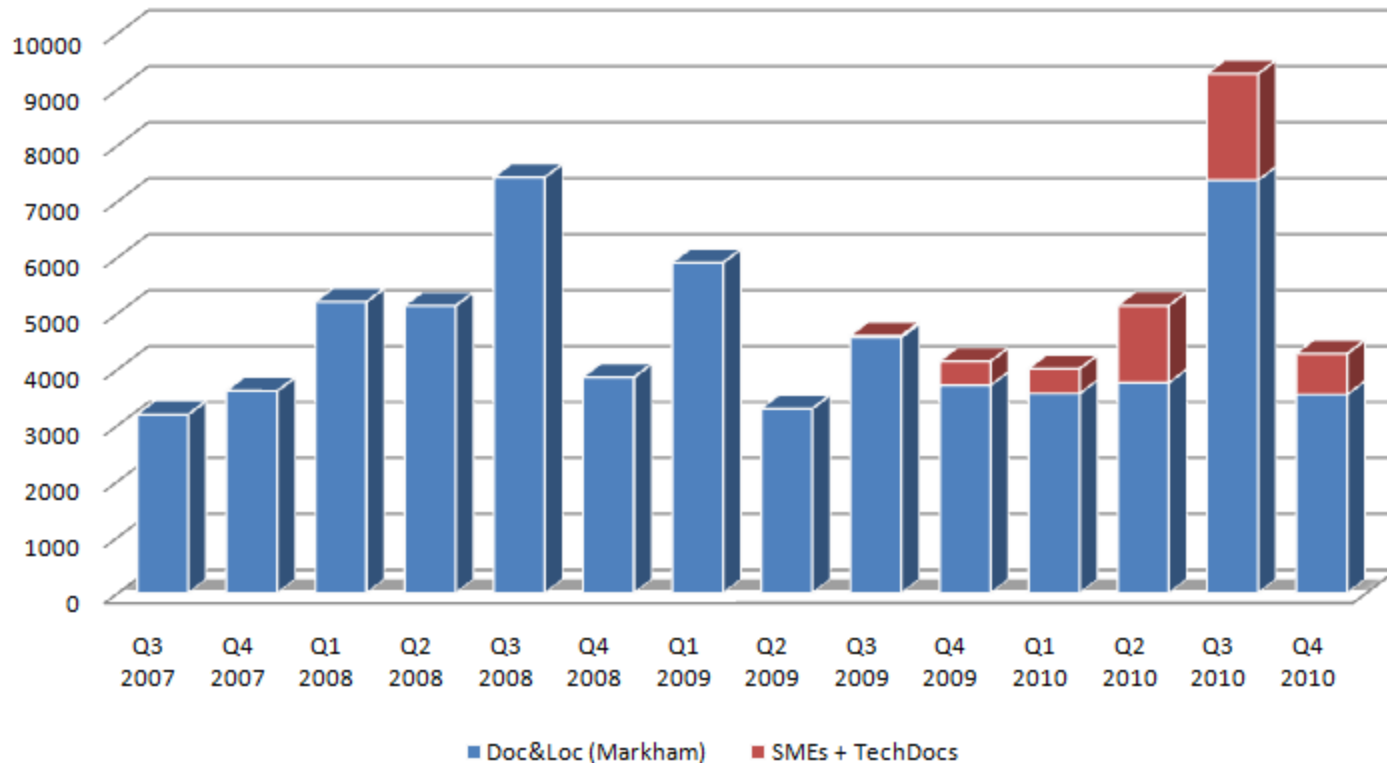
**Topic Output by Quarter**



- Results show ongoing work necessary to meet firm's product release cycle

# Topic Production per Quarter (Another View)

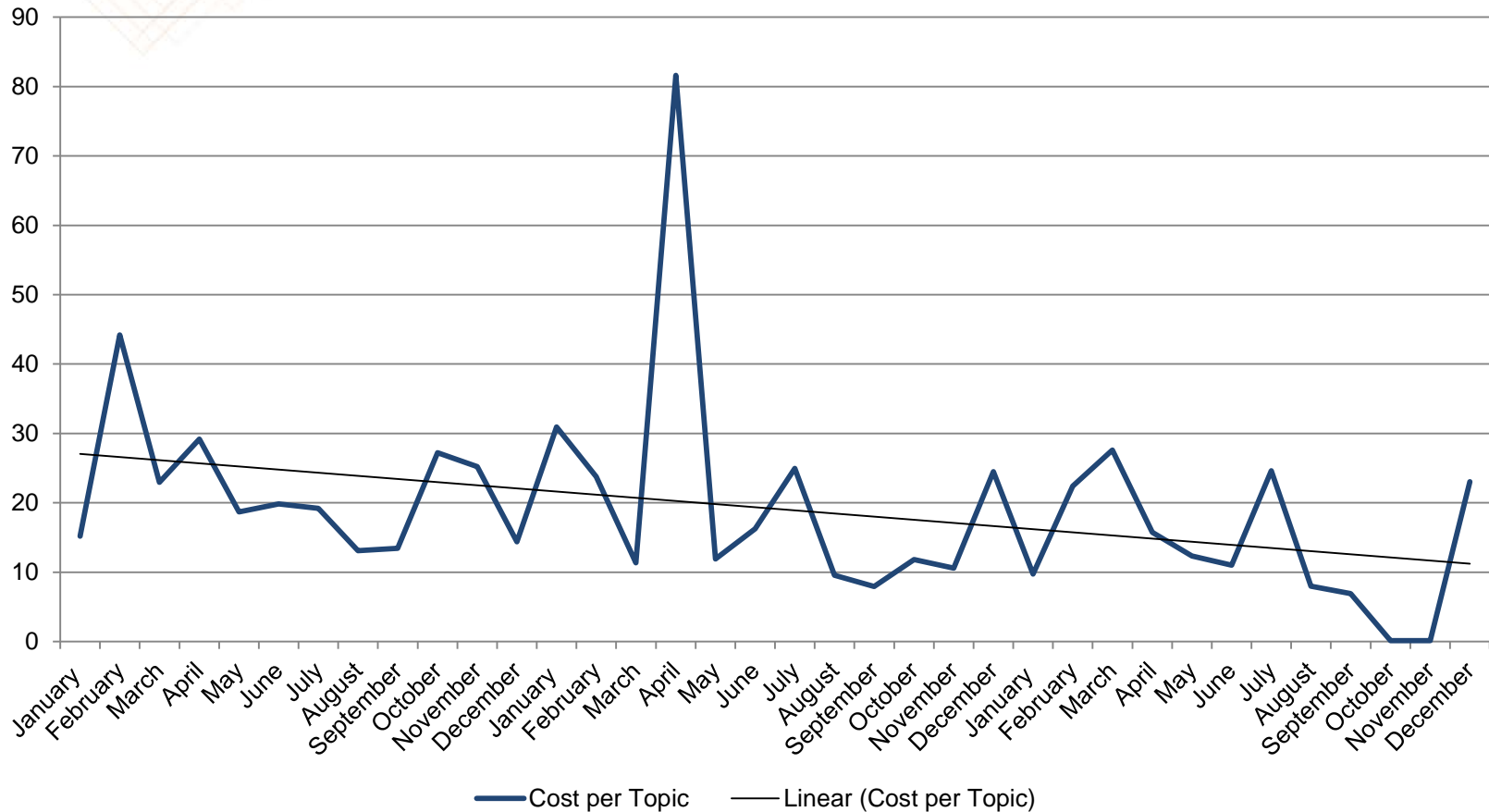
**Topic Output by Quarter**



- Can easily determine which group is creating content and display those results

# Cost-per-Topic Example

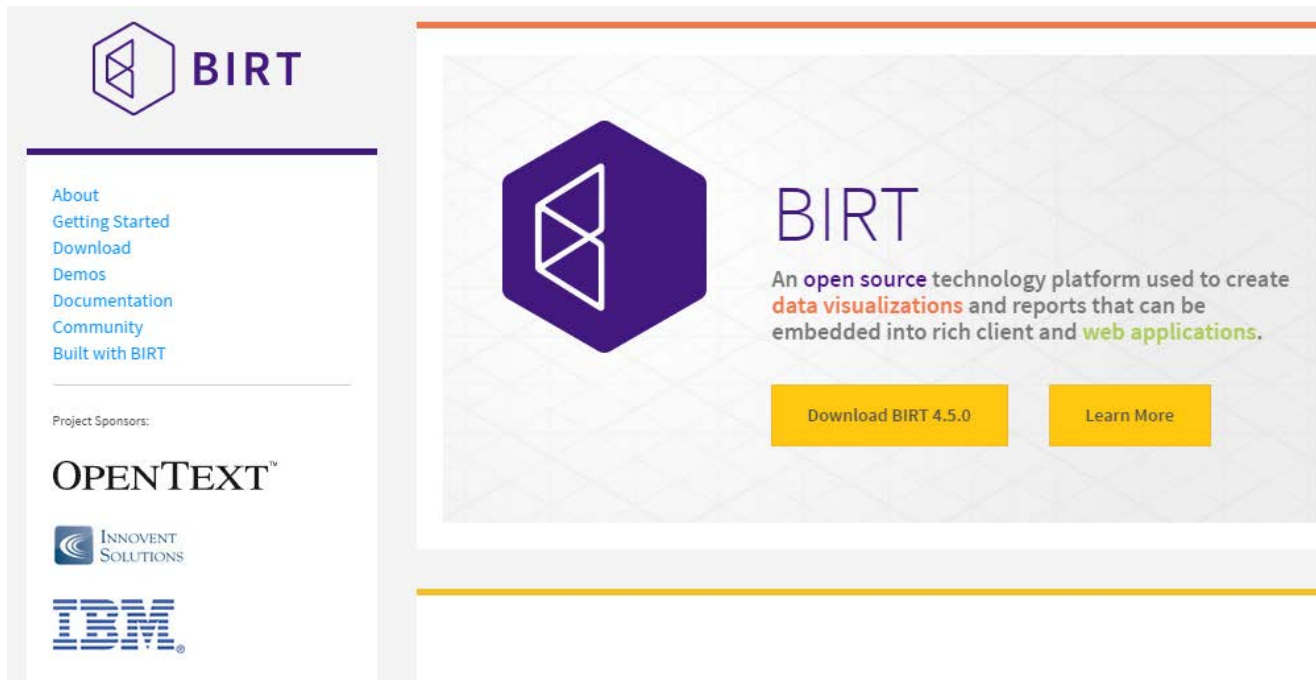
## Cost per Published Topic Over Three Years



- The trend line records the *average* cost-per-topic over the time measured
- This shows an overall downward trend: Avg. \$28 per topic at the start, and \$11 per topic three years later (April second year peak=wholly new product, November of third year=100% reuse)

# Processing XML Queries Using BIRT

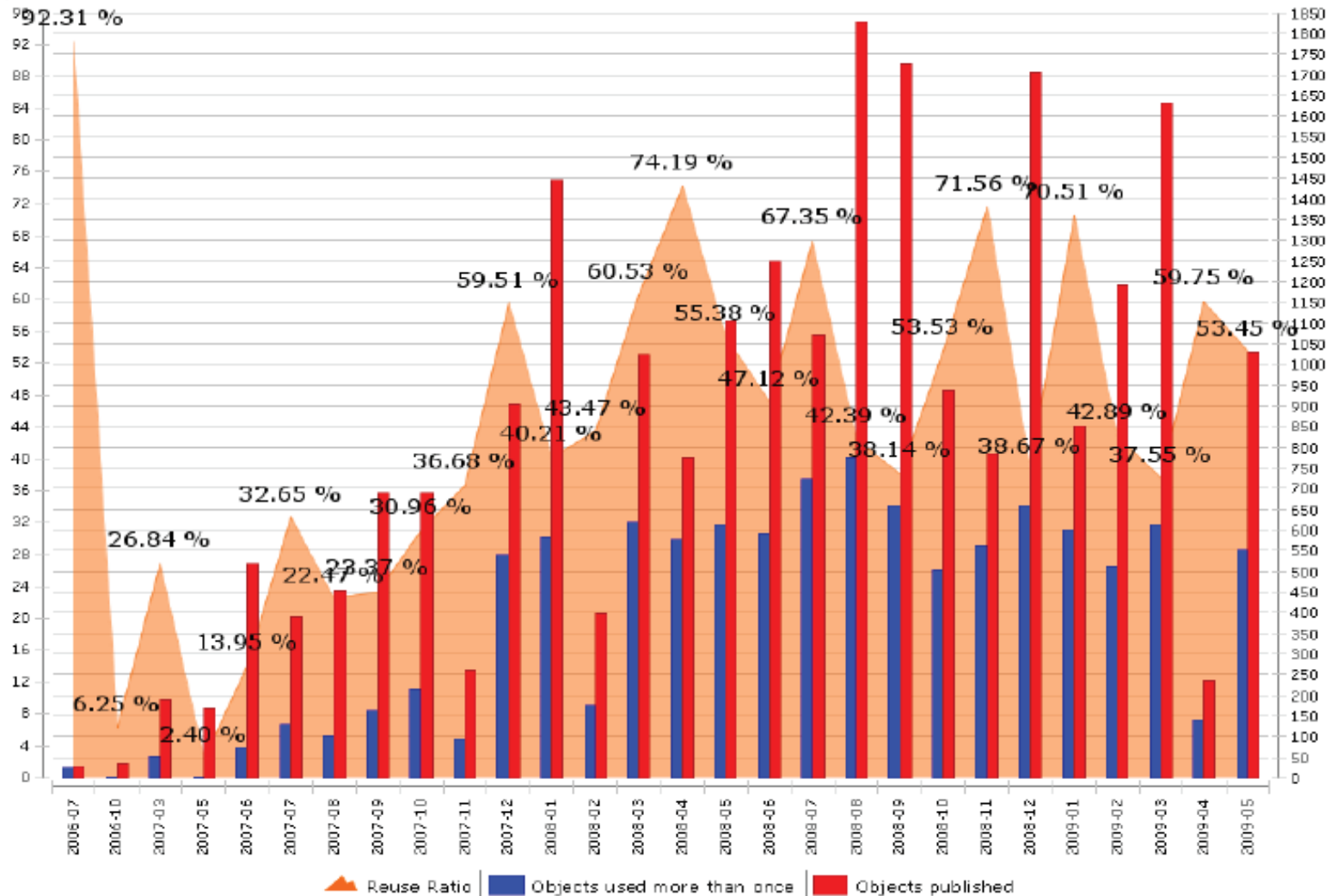
- BIRT: Business Intelligence Reporting Tool
- Open source, freely available:  
<http://www.eclipse.org/birt/>



The screenshot shows the BIRT website homepage. On the left is a navigation menu with links: About, Getting Started, Download, Demos, Documentation, Community, and Built with BIRT. Below the menu are logos for Project Sponsors: OPENTEXT™, INNOVENT SOLUTIONS, and IBM. The main content area features a large purple hexagonal logo with a white 'B' inside. To the right of the logo, the text reads 'BIRT' followed by 'An open source technology platform used to create data visualizations and reports that can be embedded into rich client and web applications.' Below this text are two yellow buttons: 'Download BIRT 4.5.0' and 'Learn More'.



# Localization Segments and Reuse



- Average monthly topic reuse rate for this time period = 53.53%

# QA

- Blog: [www.ixiasoft.com/en/news-and-events/blog](http://www.ixiasoft.com/en/news-and-events/blog)
- Twitter: @IXIASOFT (and @KeithIXIASOFT)
- IXIASOFT DITA CMS Users LinkedIn group: [www.linkedin.com/groups?gid=3820030](http://www.linkedin.com/groups?gid=3820030)
- OASIS DITA Adoption Committee articles
- Member of OASIS DITA Technical Committee



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