

# Implementing a common information architecture using DITA

The Nokia experience

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# Contents

- Why Nokia selected the Darwin Information Typing Architecture (DITA) as a common content architecture
- How we are using DITA



# Nokia DITA common architecture information candidates

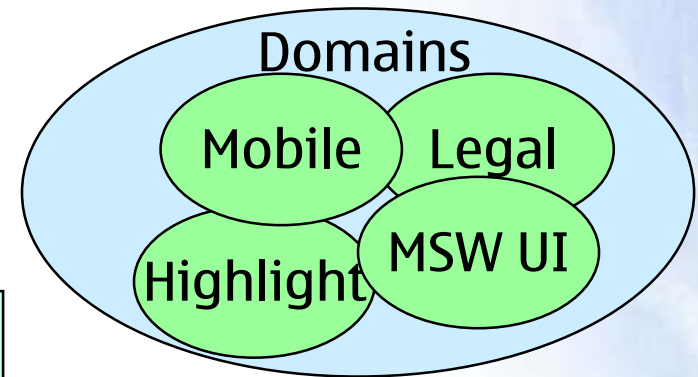
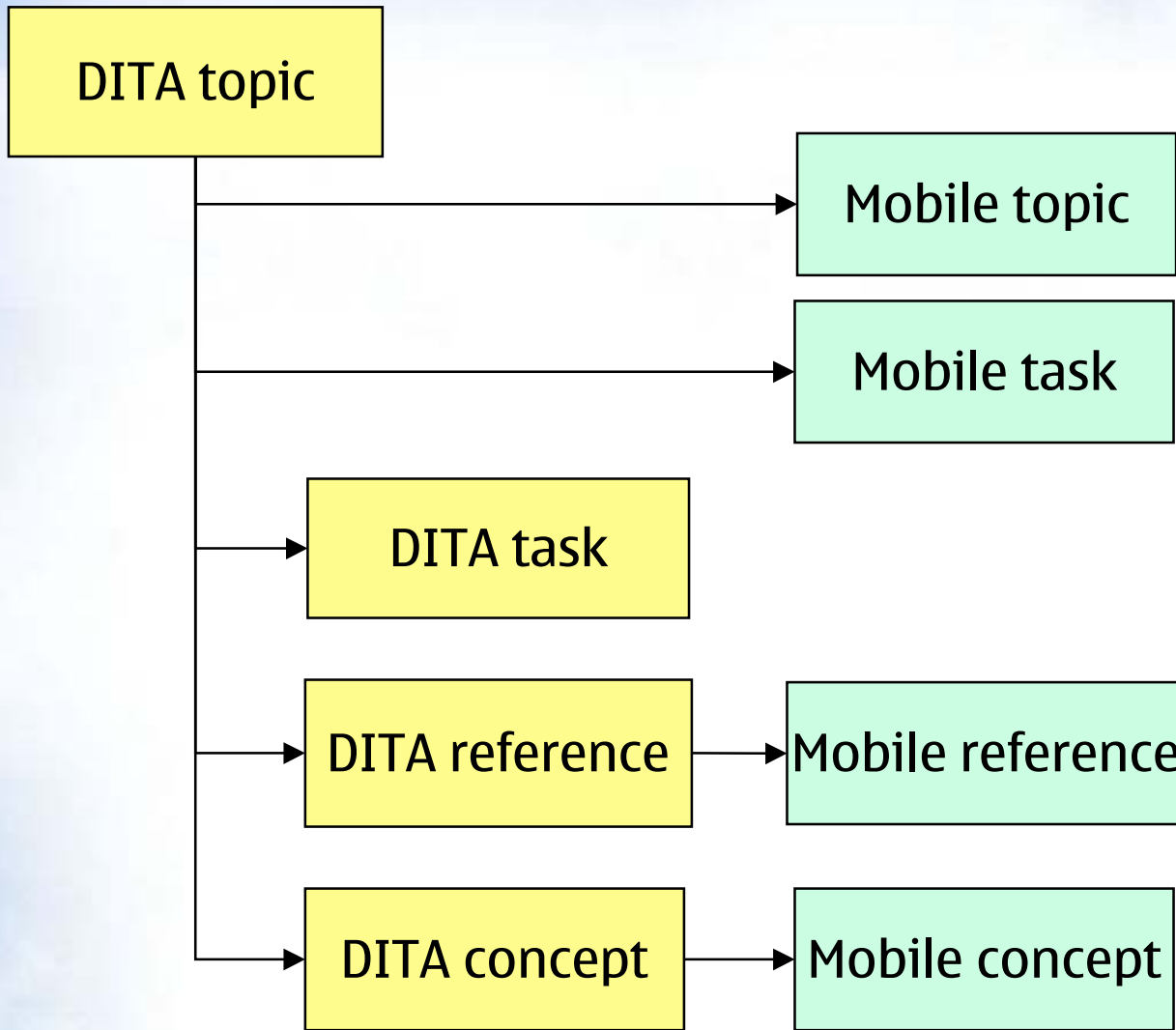
## EXTERNAL INFORMATION



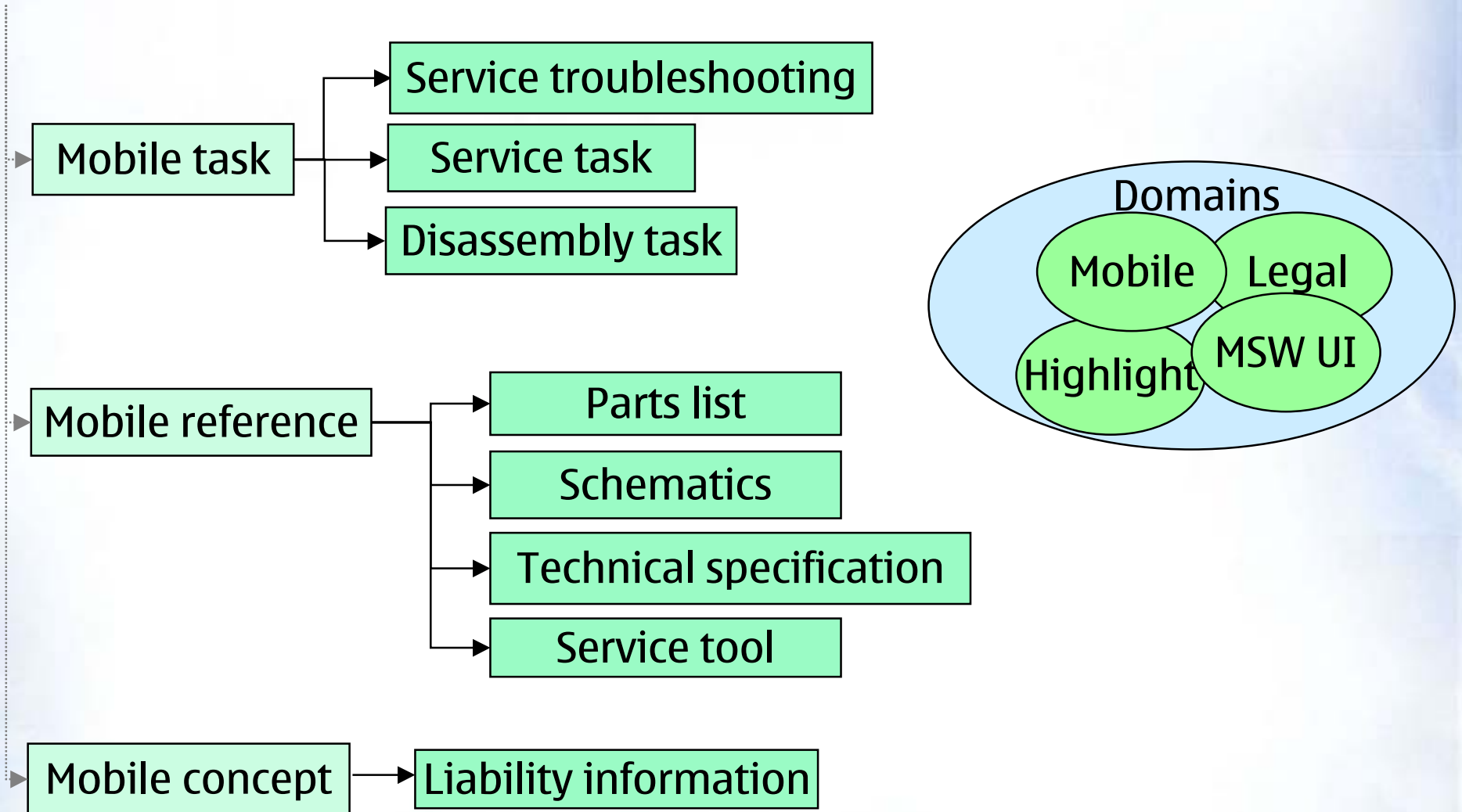
## INTERNAL INFORMATION

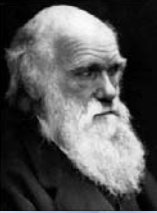


# Current specialization – Base Nokia mobile topic types



# Current specialization - mobile topic types

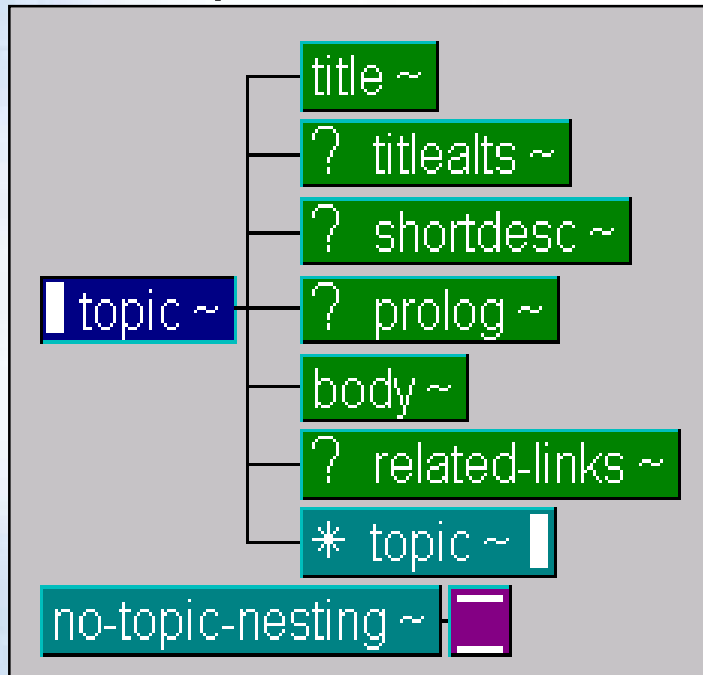




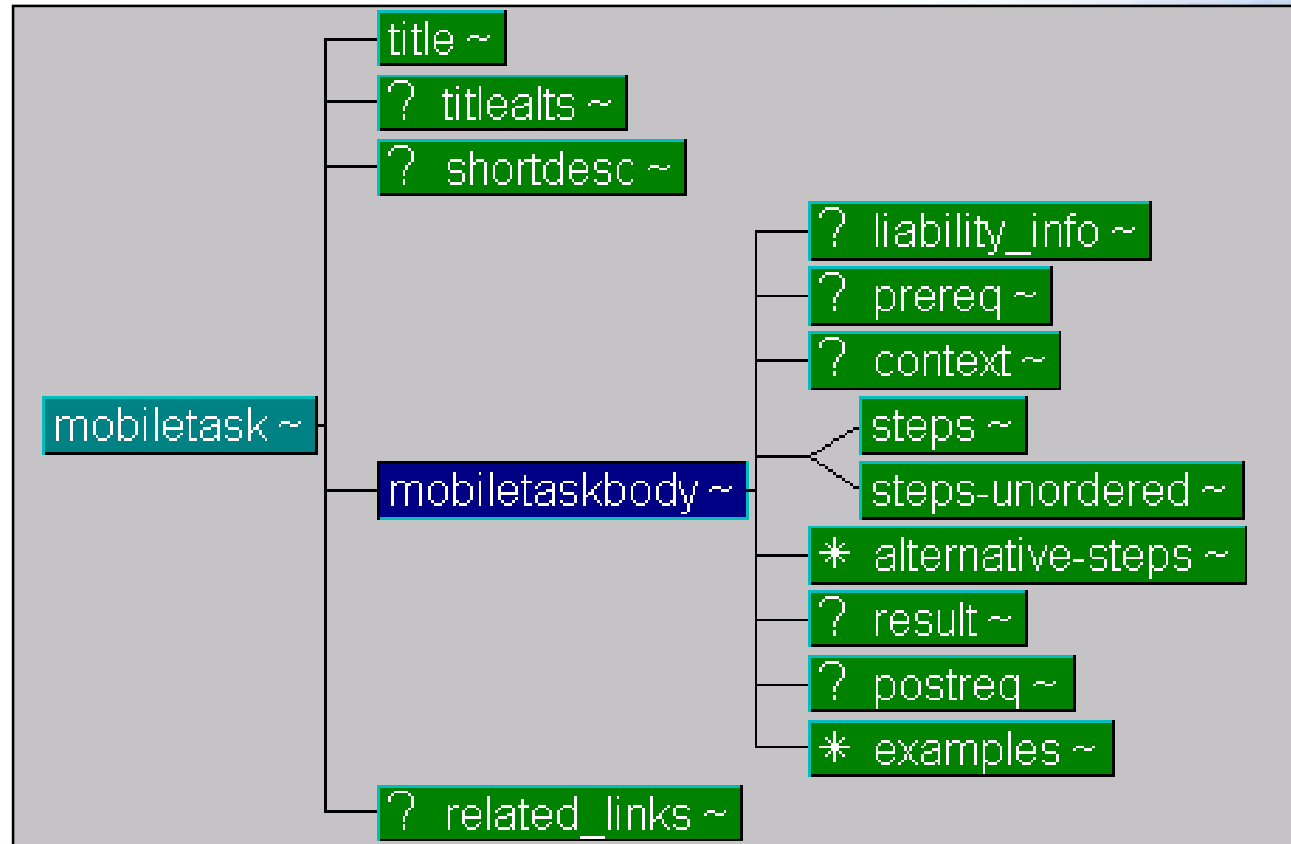
# Example of task specialisation

Nokia specialization of DITA topic (extract from DTD viewer )

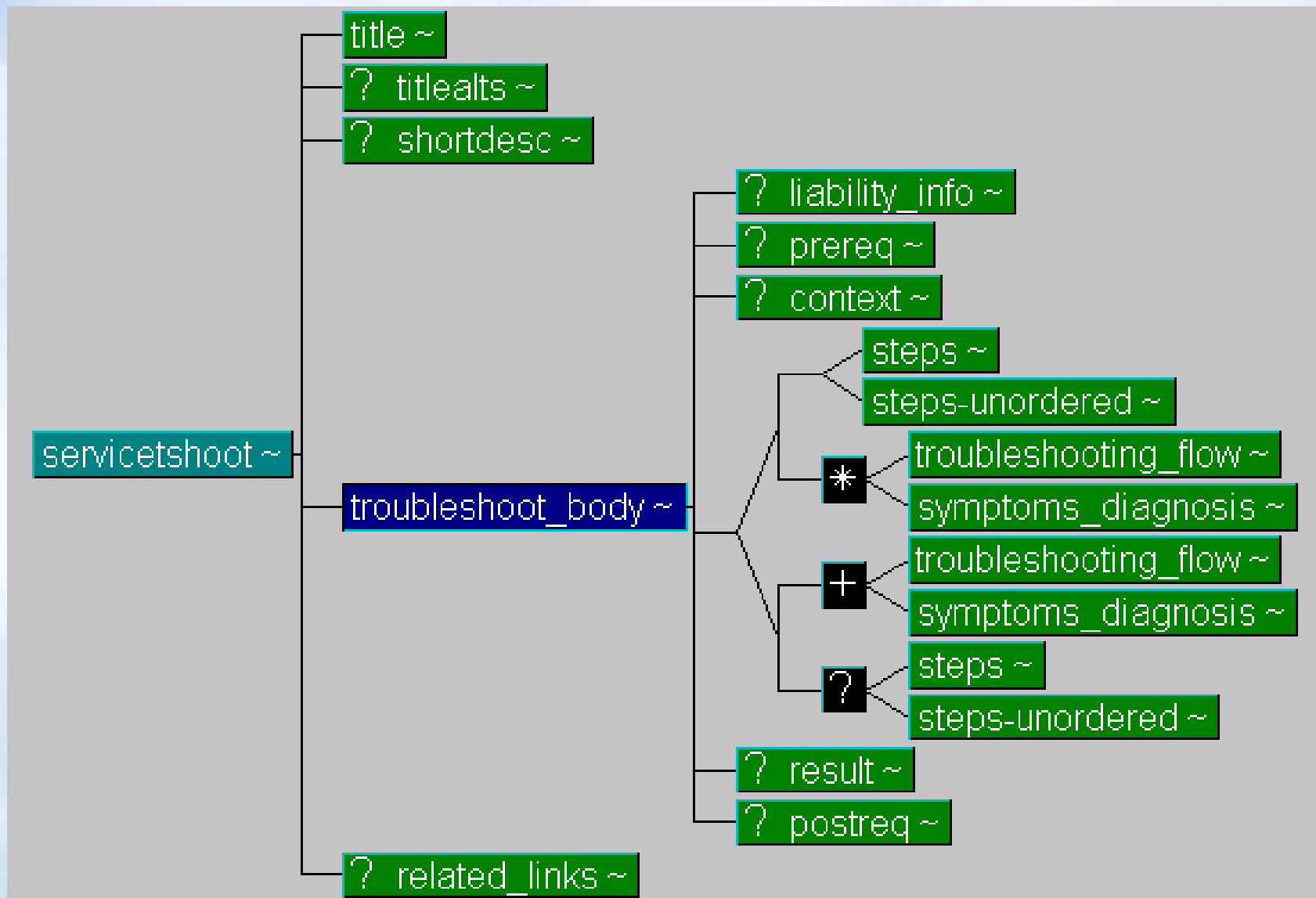
DITA topic DTD



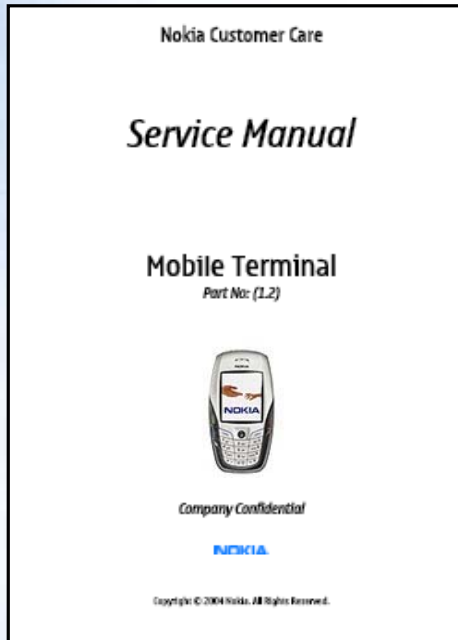
Nokia mobile task DTD



# Nokia mobile service troubleshooting DTD specialization



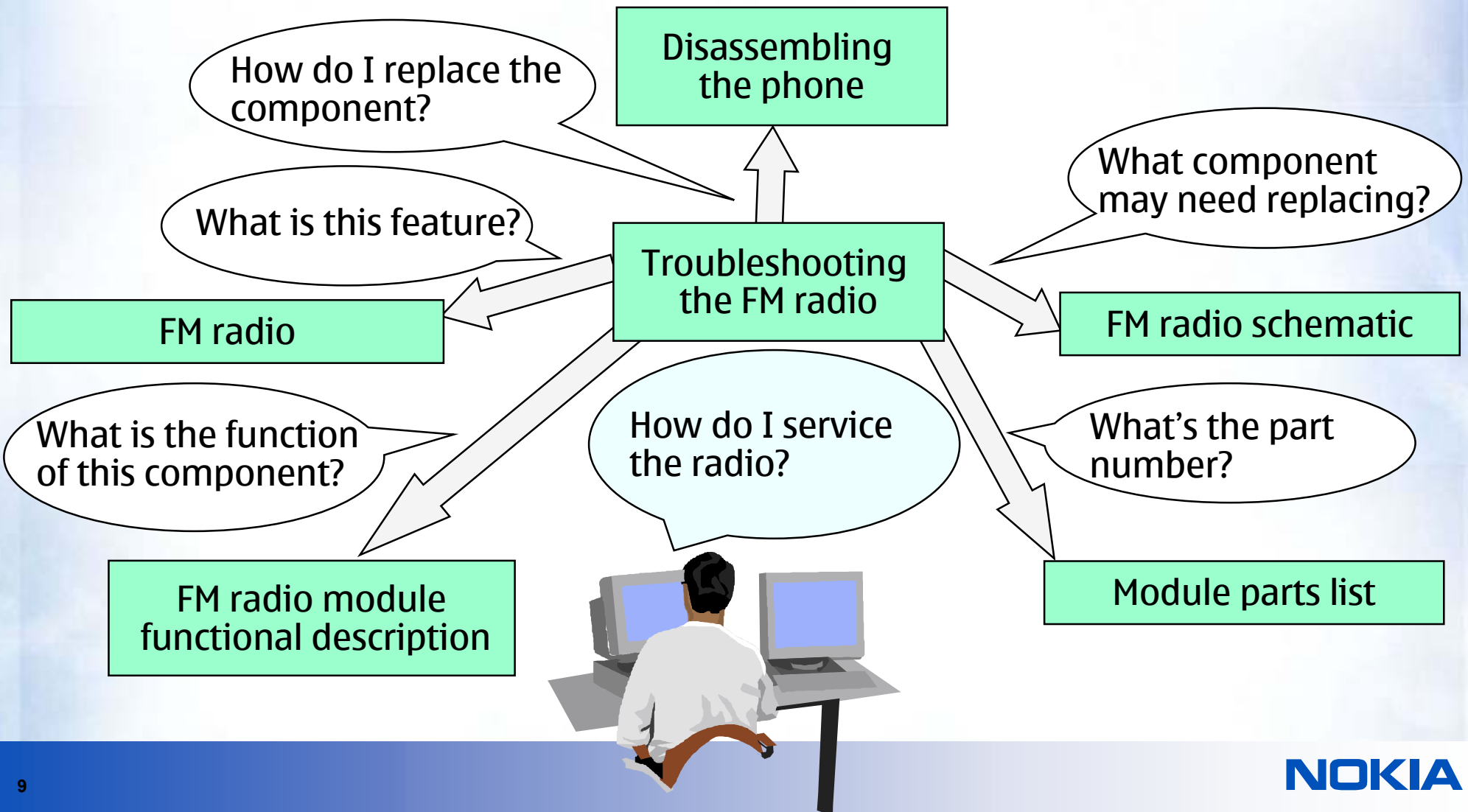
# Example 1: Mobile phone service information products



- Instructions for servicing mobile phones in dedicated service centers
- PDF, on-line and service software help information created from the same source
- High level of reuse of content for phones of the same family
- Different versions of an information product created from the same source based on agreements with service centers



# Topic-based architecture for servicing



# Example 2: Standard Nokia documents

## Specialisation

Specialisation of *stenty*.

## Content model

(para | note | warning | caution | liability\_item | unordered\_list | ordered\_list | preformatted)\*

Contains the following group (para or note or warning or caution or liability\_item or unordered\_list or ordered\_list or preformatted) optionally multiple times

## Class attribute

+ *topic/stenty/mobrepr-d/callout\_descr*

## Attributes

\* "%univ-atts"

## Reuse cases

None.

## Issues/comments

None.

## 3.2.7 legend

## Purpose

An explanatory caption accompanying the graphic in a figure or a description of the symbols used in the graphic.

## Content model

- *ordered\_list* (optional, one or more)
- *para* (optional, one or more)
- *note* (optional, one or more)
- *preformatted* (optional, one or more)
- *simpletable* (optional, one or more)
- *table* (optional, one or more)
- *unordered\_list* (optional, one or more)

## Attributes

\* "%univ-atts"

## Usage

Use to explain the symbols used in the graphic or to explain in more detail the purpose and function of the graphic.

Use *callouts* to describe callouts and *caption* to provide a title for the graphic.

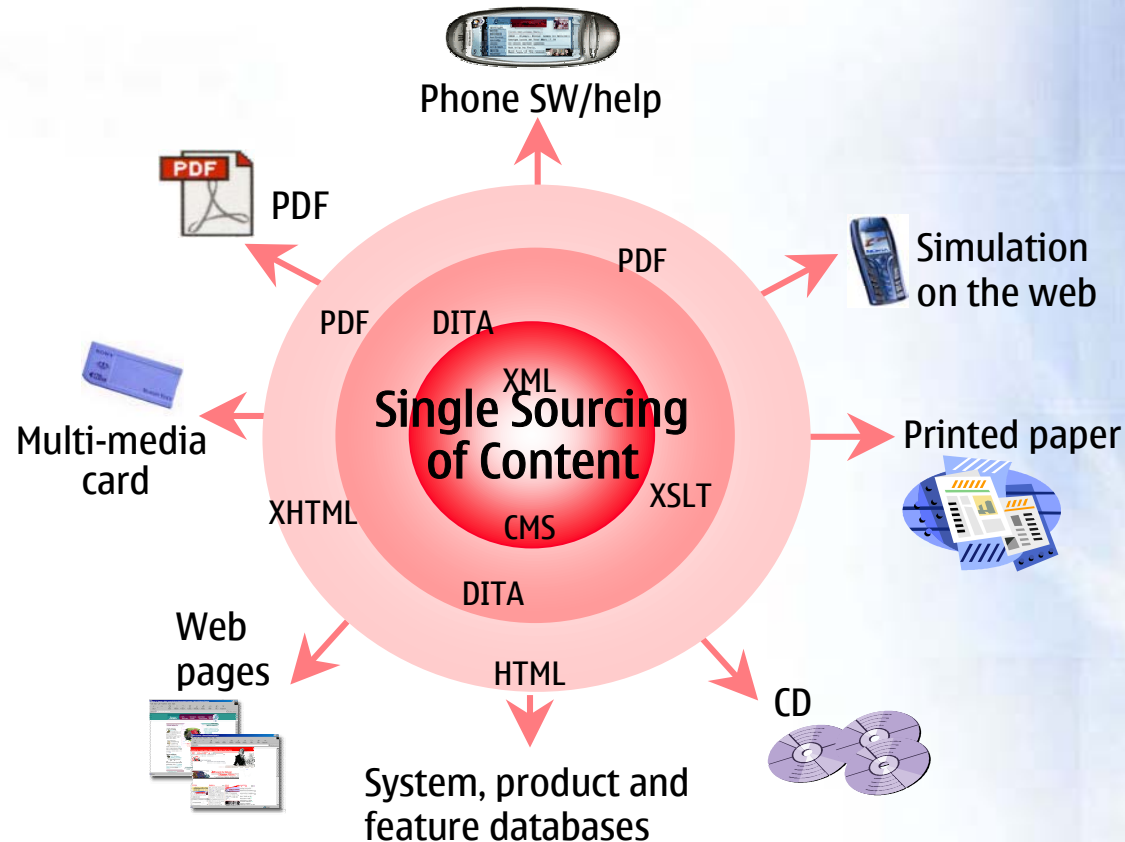
## Examples

```
<figure>
  <graphic href="#UID4A1291CE77261D6AE770002D6C8A40A">
    <caption>MOSE logo</caption>
  </graphic>
  <caption>MOSE is a program of the Content Solutions organisation of Nokia Technology Platform.</caption>
</figure>
```

- For specifications and other standard documents in Nokia
- Content created using standard mobile information types – Mobile concept, Mobile task and Mobile reference
- Multiple document type styles

# Information architecture goals

- ✓ Reduce content creation costs
- ✓ Reduce localisation costs
- ✓ Move quickly to XML
- ✓ Reduce content exchange costs
- ✓ Minimise maintenance costs
- ✓ Respond quickly to new needs
- ✓ Reduce creation timescales



# Why DITA?

- Match with information design approach – modular, task-oriented, topic-based XML, supporting single-sourcing objectives
- Built-in mechanisms and principles support reuse of individual topics and topic collections
- Support for defining links outside topic content and in collection (map) content, which increases reuse potential of topics
- Support for extending the architecture quickly and reusing investment in transformation logic
- Inheritance principles reduce cost of adding new user domains to common architecture
- Reduced information exchange costs
- Open standard (OASIS) and growing DITA community
- DITA architecture package includes DTDs, toolkit and base transforms
- Examples of implementations available

# Our experience so far

- DITA provides comprehensive DTDs.
- We specialized and simplified to meet the needs of our user groups, whilst retaining the generalisation and exchange benefits of DITA
- Specialization benefits have outweighed constraints
- Reuse business case demonstrated in first pilot projects
- Architecture up and running quickly compared to our previous experience of modular XML
- Transformation benefits demonstrated
- New modular architecture popular with authors so far
- Developing the whole content solution is challenging

