



Using MadCap Central for SME Reviews and Contributions

PRESENTED BY

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AGENDA

- Introduction
- Some Context
- Flare Content Landscape at Nestlé Technology Learning Center
- The Challenge: Contributor & User-Generated Content
- The Vision: MadCap Central for Reviews & Contributions
- Examples & Use Cases
- Current Deficiencies & Benefits
- Reasons for Success
- Q&A

INTRODUCTION



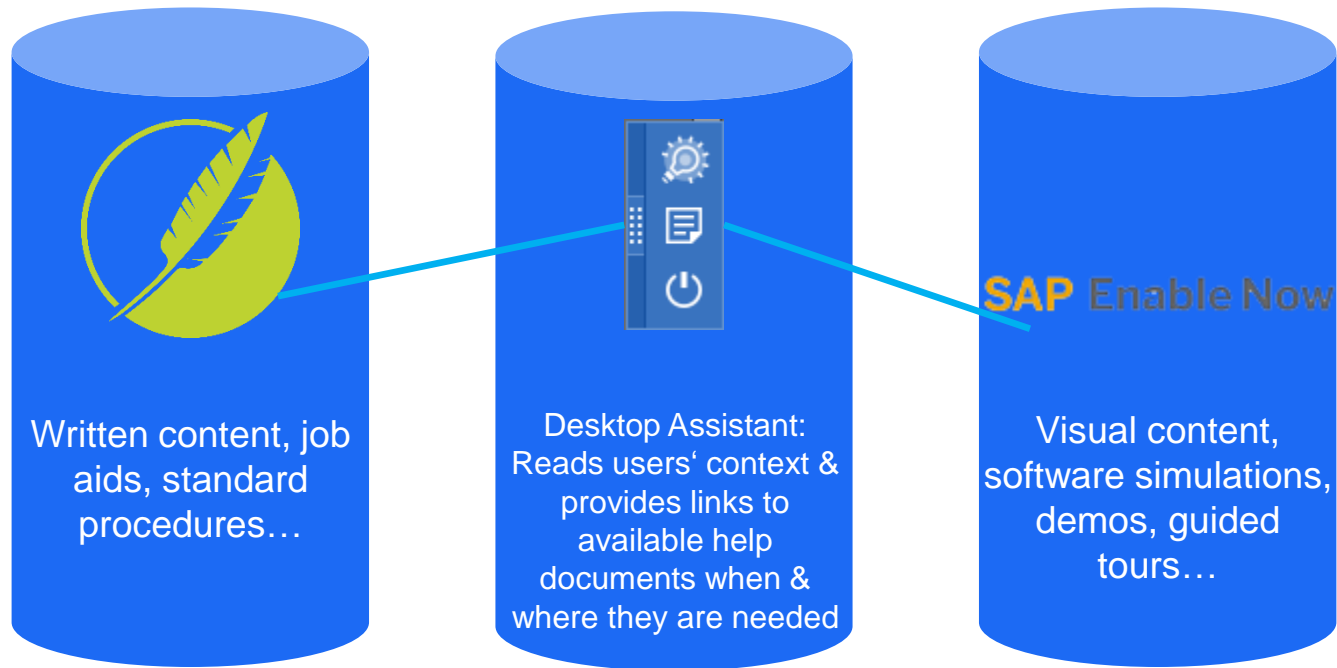
INTRODUCTION

- Homer Christensen
 - MadSkillsConsultant
 - MadCapAdvanced Developer & Trainer
 - PEACE team solutions



SOME CONTEXT

GLOBE HELP = **H**elp & **E**MBEDDED **L**earning **P**rogram in
Nestlé Information Technology

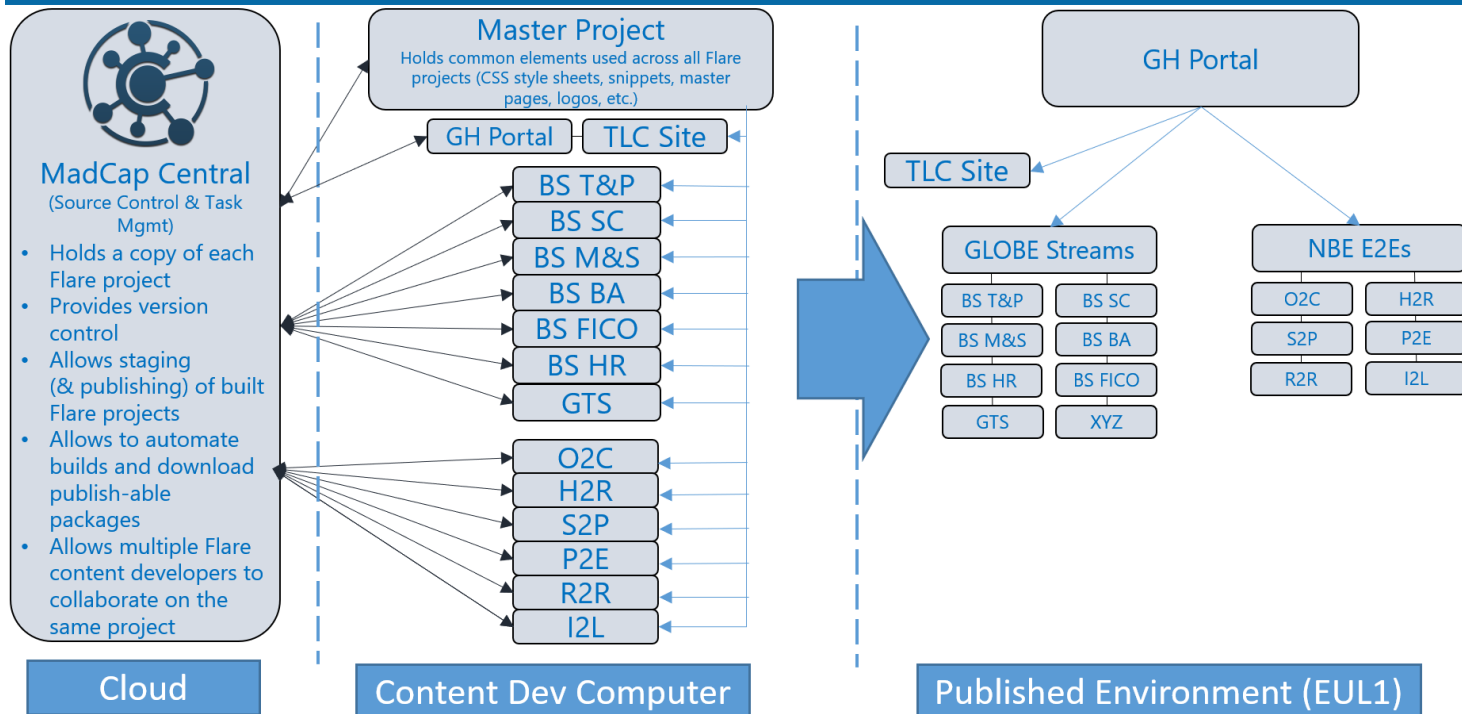


Progression 2017/18

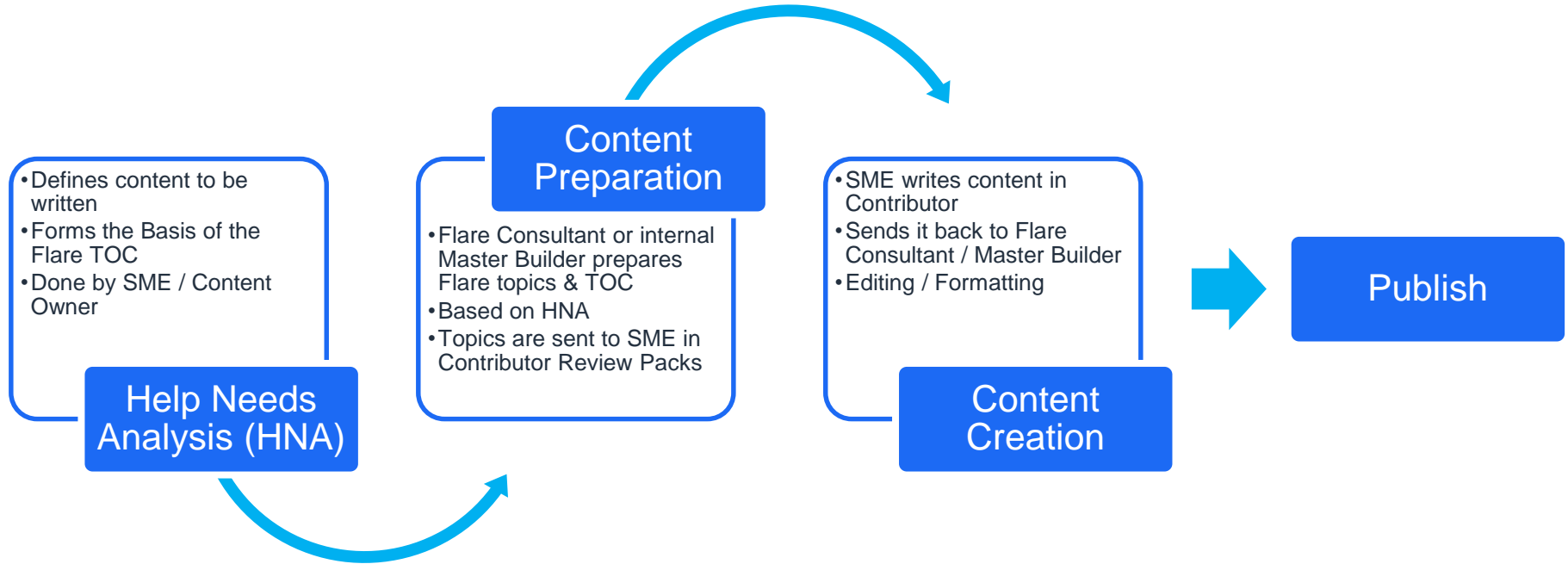


FLARE LANDSCAPE

MadCap Flare Content Architecture



CHALLENGE: USER-GENERATED CONTENT



ENTER CENTRAL'S ONLINE EDITOR





CENTRAL FOR REVIEWS

Allowed us to:

- Reduce the need for training SMEs to use Contributor
- Speed up review cycles
- Have multiple SMEs work on the same files, and
- Include an approval workflow without passing files back and forth between SME and approver

KEY LEARNINGS

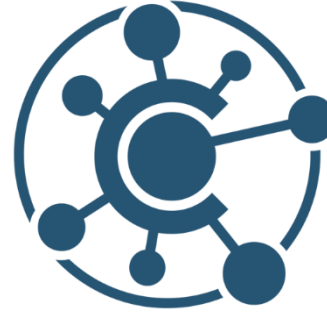
Solutions:

- Discourage images or work around using annotations
- Sorry, no new tables in the online editor...
- Simplify!
- And differentiate.

TWO REVIEW PROCESSES

Simplified Review in Central

- No image changes
- Simple text changes
- Mostly text review
- Quick approval check



More Intense Review in Contributor

- Images
- Large amounts of text
- Tables added
- Copy & paste from other tools





CENTRAL FOR CONTRIBUTIONS

Same principles as for reviews:

- Simplify
- Focus on the advantages
- Streamline processes and templates

CONTRIBUTION EXAMPLE

- Using the “Simplified Job Aid” Template

Welcome to SOURCE TO PAY Help

Search

🔍 🗨 📄 📌

Mark Items not Received as Exception and Submit

🔍 WHY	Purpose	Validate line items for Goods Receipt or check the item quantity and value and highlight discrepancies for Exception management.
👤 WHO	Audience	<ul style="list-style-type: none">▪ S&IM Goods Receiver▪ Role - myGR Goods Receipt (10055)
🌟 WHAT	Prerequisites	Have received myGR notification that informs line items need confirmation in Confirmation Needed section.
🕒 WHEN	Recurrence	Daily
🔊 IN	Input Triggers	When delivery date is in the past and goods not received in the system; When invoice is received with quantity block, i.e. goods not received in the system
🔊 OUT	Output	Goods Receipt processing or Exception management. See Nimbus .
🛠 HOW	Simulation	Perform Goods Receipt from myGR Cockpit
		See it Try it
📍 WHERE	Nimbus	Explore on Nimbus


Mark Items not Received as Exception and Submit

- 1 Validate Line Items: Validate the consistency of the items and related data displayed.
- 2 Display PO details: When clicking on the PO number the Standard Fiori Fact Sheet App will be opening
- 3 Display Invoice details: When clicking on the Invoice number the Standard Fiori Fact Sheet App will be opening
- 4 Display scanned invoice or e-Invoice: If a scanned invoice or E Invoice exists will be displayed by clicking in the relevant icon
- 5 Provide Delivery Note Number: Delivery note number must be provided before submitting or moving into Exception
- 6 Attach Delivery Note: If a Delivery note attachment is required (i.e. Legal Requirements) this can be easily done through the appropriate button
- 7 Change Layout: Possibility to change the layout and save it for future access is available
- 8 Submit Items: If all the above steps have been correctly performed and the Submission can be performed, please click on Submit
- 9 Delegate/Substitute Task: Possibility to set delegation or substitution is provided within the Cockpit

Good to Know


Partial GR management is also foreseen - this has to be managed within the exception screen:

STEPS



Corrections can be performed - this has to be managed within the completed screen

STEPS




designed by

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USE CASE EXAMPLE - REVIEW

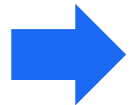
Content Conversion from Word
or PowerPoint



SME cleans up
source content
(spelling, grammar,
accurateness,
screenshots, etc.)

We import the file(s)
into Flare, create
topics and adjust
formatting

Then, the resulting
topics are
immediately sent to
the SME in Central



Only minor adjustments and no image changes expected

USE CASE EXAMPLE CONTRIBUTION

Standing Bulletin Template

- Bi-monthly publication
- Previously, SME had to request updated Contributor template
- Now, template is always made available in Central as soon as the previous template was filled out and submitted

Import-All June 2018

3 min

This bulletin provides information regarding the June 2018 Import All for [AMM](#). The following changes and improvements are being introduced. Please share the details of these changes with your community.



Wladyslaw Buczkowski, D&B AMM

Import-All Communications

June 2018

April 2018

March 2018

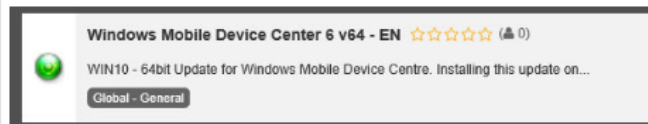
February 2018

2017

Tech Stores Scanner update - New Windows 10 version of Windows Mobile Device Center

Description

The upgrade from 32bit Win7 to 64bit Win10 cause issues with the AMM Tech Stores scanning solution. We now have a newer version of Windows Mobile Device Center (WMDC) available that has the correct Drivers for Win10. This new version is now available in 1E Shopping (Snow Shopping).



Benefits/Improvements

This new version includes both WMDC and Transaction Collector. There are some additional setup steps required which are detailed in [this document](#).

Business Impact

Tech Stores PC's can now be updated to the new Win10 OS.

CENTRAL'S ONLINE EDITOR – CHALLENGES & BENEFITS

~~This can be improved...~~



- Light-weight
- Limited feature set
- Does not respect locked content

CENTRAL'S ONLINE EDITOR – CHALLENGES & BENEFITS

The Good...



- Light-weight
- Easy to use
- Online
- Collaborative
- More cost-effective than Contributor

CENTRAL'S ONLINE EDITOR – REASONS FOR SUCCESS



- Simplify page templates where needed: avoid nested DIVs, unnecessary screenshots, table formatting, conditions ...
- Teach SMEs to give up responsibilities & focus on the text only
- Different Review paths
- Focus on the strengths:
 - Simplicity
 - Faster review turn-around
 - Collaboration
 - Approval workflow
 - Cost-effective

Questions?

