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Preparing and sending user documents out for translation

Installing Production Team software

1. Access the Production Team Confluence page (confluence.ts.com/uaproduction) and locate the list of software used for production projects. The list will include a section specifically regarding translation projects.
2. The list will include any software requiring a license or access code, check which software requires special attention. Download and install all other software.
3. Contact your manager via e-mail to obtain licenses and usernames/passwords requiring this information.

Accessing company internal sites

1. Access the Production Team Confluence page (confluence.ts.com/uaproduction) and locate the list of internal sites needed for production projects. The list will include SharePoint sites that provide support documentation.
2. The list will consist of any sites that require admin privileges or special authorization. Check if permission is needed for any internal sites used for upcoming projects.
3. Contact your manager via e-mail to expedite the authorization process.
4. Your manager will work with the IT department to get access. Your manager or IT will notify you via e-mail once access is granted.
   Note: It is essential to check your access to the sites once you have permission to check if there are any issues before your project starts.

Reviewing Production Team instructions

1. Access the Production Team Confluence page (confluence.ts.com/uaproduction) and view Release To Production (RTP) process section at the top of the page.
2. Review the Production checklist in the RTP section and contact your manager or the Production Team via the production e-mail address if there are any questions.

Viewing project information in JIRA

1. Project assignments are sent to you via e-mail by your manager. The project tracking page in Confluence also lists assignments.
2. The project writer will create a JIRA ticket and assign it to you on the RTP date. A confirmation e-mail is sent from JIRA. Access the JIRA ticket to confirm receipt of the project. For more information, see *JIRA ticket settings*.
3. View the **Description** section of the JIRA ticket and confirm the project is being translated.
4. Communicate with the writer via the JIRA ticket if there are any questions about the project.

Editing English source XML files

1. Locate the project in SDL Tridion Docs, confirm the XML files are in **Draft** status. See *SDL Tridion Docs* for additional information about the importance of this software.
    a. Download PDF documentation and confirm it includes metadata. The metadata will make locating XML source files much easier.
    b. Review the PDF and mark up any issues you find. See *Levels of editing* for additional information.

If the edits are minor, make the updates directly in the XML file using Oxygen XML Author.

2. If the edits are extensive or there are any questions, contact the writer via JIRA and attach the marked-up PDF file to the ticket.

Preparing XML files for translation

1. The process of preparing XML files for translation is extensive. Before releasing the English source files, contact your manager and the Production Team via the production e-mail if you have any questions about the process. You can also view the translation information located on the production Confluence page.
2. Once all edits have been made by you or the writer, release the English source files in SDL. Confirm the data has been moved from **Draft** to **Released** status.
   Note: If the project is English-only, prepare the document for final delivery. See the RTP-Final Delivery section of the Production Confluence page for more details.
3. Set target languages in SDL
    a. Confirm the list of languages on the JIRA ticket and Config sheet.
    b. Export English content for each language.
    c. Go to the **Translation Statistics** page for each language and select topics exported for translation. The status is updated from **To Be Translated** to **In Translation**.
    d. Check the **DataExport** folder on the SDL FTP and confirm each language has a zip file with topics to be translated.
4. Compile supporting files for the translator; this includes the UI strings. See *Importance of providing UI strings to translators* for more details.
5. Send XML zip files to translator via XTM. Refer to the XTM user guide on the Production Confluence page for more details.
6. Update the JIRA ticket with the project status once files are sent out for translation.

SDL Tridion Docs

The TechSmith User Assistance (UA) group primarily uses SDL Tridion Docs for a DITA-based Content Management System (CMS) for UA documentation projects. The Oxygen XML Authoring tool and SDL CMS application are used to author, edit, and organize user documentation. Since converting to SDL in 2015, the UA group has been able to streamline the documentation process and focus on reusing topics for both internal and partner projects. This update has resulted in helping to cut costs and increase on-time delivery. SDL Tridion Docs is the CMS for English and translated documentation projects.

Levels of editing

The following information explains the various levels of editing for UA documents. Use this information as a guideline to determine what type of edit to perform based on how much time is available for the review.

Level 1-Light edit

Reviewer edits draft topics and checks the following:

- Using the correct template for both DITA and FrameMaker documents (for example, a small 10-page doc is using the TS PDF output when it should be Single Chapter output)
- Correct part number (PN) is listed
- Basic grammar, spelling, punctuation, capitalization
- Active URL links
- Table formatting
- Graphics are formatted; no missing images and callouts are accurate

Level 2 – Medium edit

Reviewer edits all release topics, but the main focus is on draft topics. Light edit on currently-released topics. Reviewer checks the following:

- All information listed under Light Edit
- Review sentence structure to ensure clarity; suggest rewrites
- Review step tasks (confirm readability and that they are in a logical order)
- Spot-check UI terms (for example, every 5th UI term) to certify they are listed correctly against strings and are using the correct font.

Level 3-Heavy edit

Reviewer edits all release topics, but the main focus is on draft topics. Light edit on currently-released topics. Reviewer checks the following:

- All information listed under Light and Medium Edits
- Check if the material is presented in a logical, easy-to-understand sequence
- Verify all UI terms are correctly listed in all draft topics; spot-check UI (every 5th UI term) in released topics
- Perform tasks within the software when available to ensure they are accurate

JIRA ticket settings

JIRA is the ticketing system used by the UA team to assign and track documentation projects. The writers will assign the ticket to the Production Team member. You will be alerted via e-mail once the project has been kicked-off. The following information lists the fields to be aware of in the JIRA issue assigned to Production Team members.

Importance of providing UI strings to translators

For most partner user doc set projects, user interface (UI) strings will be available. When you hand-off projects via XTM, it is vital to provide these strings to the translator. The strings will include a list of terms that are partner-specific. The translator will have most of these terms in their Translation Memory (TM); however, if there are any new terms, they will need to add them to the TM. Generally, there will be two types of UI strings available.

- **PPD UI Strings**-Postscript Printer Driver strings available from CapApp.
- **LCD UI Strings**-Liquid Crystal Display stings available from the server.

Check-in with the lead engineer of the project before localization hand-off if you have any issues locating the UI strings.